

Student Affairs Diversity Report

2012-2013



January 2014
(Revised July 2014)

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The Student Affairs Division made significant progress toward our goal of strengthening our commitment to diversity during the 2012-2013 academic year. The Student Affairs Diversity Committee was charged by the Dean of Student Life, Leroy Wright, to serve as the continuing catalyst for accomplishing our division's diversity goals. Members of the Student Affairs Diversity Committee are:

- Michele Albright - Center for Leadership, Activities & Career Services (CLACS)
- Nicholas Campau - Office of the Dean of Student Life
- Matthew Chaney - Office of Multicultural Student Services (OMSS)
- Angela Garrey - Admissions
- Amy Otteson - Institutional Research and Testing (IRT)
- Angela Palmer - Office of the Dean of Student Life
- Renee Vander Myde - Birkam Health Center and Personal Counseling Center
- Leroy Wright (Chair) - Office of the Dean of Student Life

The following report contains the Division of Student Affairs department's 2012-2013 diversity successes, challenges, as well as recommendations for 2013-2014.

Ongoing Projected Major Diversity Initiatives

AUGUST

- **Welcome Week /Bulldog Beginnings** – held immediately prior to the start of Fall classes – organized, implemented and sponsored by various departments, as well as Meijer and the Y102 Radio Station.
- **Transitions to Success: Multicultural Freshman Orientation** – organized, implemented and sponsored by the Office of Multicultural Student Services (OMSS).
- **Welcome Week Diversity Speaker** – organized, implemented and sponsored by Student Affairs, Office of the Dean of Student Life, and Office of Diversity and Inclusion.

SEPTEMBER

- **Minority Get Acquainted Day** – organized, implemented and sponsored by OMSS.
- **Professional Career & Leadership Conference** – organized, implemented and sponsored by the Center for Leadership, Activities and Career Services (CLACS).
- **Hispanic Heritage Celebration Events** – organized, implemented and sponsored by OMSS.
- **Native American Powwow** – organized, implemented and sponsored by OMSS, The Circle of Tribal Nations, and the Diversity & Inclusion Office.
- **Hazing Prevention Week** – organized, implemented and sponsored by PanHellenic Council, Sigma Pi Fraternity, and CLACS.
- **Leadership Week** – organized, implemented, and sponsored by CLACS and OMSS. This is partnered to recognize National Heritage Month.
- **Mix-it-Up** – organized, implemented and sponsored by OMSS.

OCTOBER

- **Tombstone Project** – Raising Awareness on Domestic Violence and Promoting Proactive Responses – organized, implemented and sponsored by OMSS.
- **National Mix-It-Up at Lunch Day** – Promoting diverse conversations – organized, implemented and sponsored by OMSS.
- **Career Week** – Cooperative initiative among the Office of International Education and CLACS to provide information and resources for international students seeking

employment for graduate school in the United States as well as students seeking opportunities abroad.

NOVEMBER

- **Native American Heritage Celebration Events** – organized, implemented and sponsored by OMSS.

JANUARY

- **MLK Celebration Events** - organized, implemented and sponsored by OMSS along with various departments from across campus.

FEBRUARY

- **Black History Month Celebration Events** – organized, implemented and sponsored by OMSS.
- **Vagina Monologues** – organized, implemented and sponsored by CLACS, WISE, and various departments on campus as well as off campus partners.
- **Career Week** – Cooperative initiative among the Office of International Education and CLACS to provide information and resources for international students seeking employment for graduate school in the United States as well as students seeking opportunities abroad.

MARCH

- **Women’s History Month Celebration Events** – organized, implemented and sponsored by OMSS.
- **Cesar Chavaz March in Grand Rapids**- organized, implemented and sponsored by OMSS and Office of International Education.

APRIL

- **Take Back the Night** – organized, implemented and sponsored by Social Work, Office of the Dean of Student Life, Diversity and Inclusion, OMSS, Student Conduct, and various off campus partners.
- **International Festival of Cultures** – organized, implemented and sponsored by OMSS, Rankin Student Center (University Center), and Office of International Education.
- **DSAGA Drag Queen Show** – organized, implemented and sponsored by DSAGA and the Rankin Student Center.

Ongoing Projected Major Diversity Initiatives

- **OMSS Pignic** (end of year picnic held at Hemlock Park/North Quad) – organized, implemented and sponsored by OMSS. Open to all faculty, staff, students, community, and alumni.
- **Torch Bearer and Rising Star Awards** – organized, implemented and sponsored by the CLACS’s office staff and various student leaders.
- **Multi-Cultural Graduate Recognition Program**– organized, implemented and sponsored by OMSS.

ON-GOING

- **T.O.W.E.R.S.** – (*Teaching Others What Establishes Real Success*) Leadership Development Workshops – organized, implemented and sponsored by OMSS.
- **Cultural Awareness Celebrations** – organized, implemented and sponsored by OMSS.
- **The Presidents’ Military Veteran’s Breakfast** – organized, implemented and sponsored by the President’s Office and Enrollment Services.
- Members of the **Student Affairs Division will continue to support Registered Student Organizations (RSOs)** in creating programs that promote diversity, social justice and inclusive communities.
- **A programming board** that consists of Center for Leadership, Activities, and Career Services, Office of International Education, and Office of Multicultural Student Services was created. The programming board will review ways to combine event/workshop efforts to increase attendance of a diverse group of students.
- **Campus Pride Index** – initiated participation in this program by the Enrollment Services Department. This program has increased awareness of our efforts and services to support the LGBTQIA community.

Submitted by: Mark Schuelke

2012-2013 DIVERSITY SUCCESSES

- The Rankin Student Center (University Center) supported a variety of diverse social, cultural and educational events. Last year, 3,296 reservation requests were supported for the use of the Student Center. Some of the signature events included the Minority Get Acquainted event, Gear Up High School visits, DSAGA's Drag Queen Show, Muslim Student Prayer meetings, and the Spiritual Exploration Fair.

2012-2013 DIVERSITY CHALLENGES

- There were challenges with working with the campus community during the 2013 Spring semester. Communicating the closing of the Rankin Student Center and finding alternative spaces for the programmed activities in the Student Center posed as challenges.

2013-2014 RECOMMENDATIONS

- It was recommended that we focus our efforts on hiring a diverse pool of candidates for the student employee positions for the new University Center. Mark communicated that he plans to hold a job fair during Fall 2014, in an effort to find a diverse pool of student employees for the University Center.
- David Pilgrim, Vice President for Diversity & Inclusion, suggested that the current internal fraternal system seems outdated. He would like to see the attitudes of such student organizations become all inclusive and welcome those who might otherwise not feel comfortable coming into the organization. Angela Roman, Director of the Center for Leadership, Activities and Career Services, communicated that this is something that they are currently working on. Amber Kneibel, Assistant Director of the Center for Leadership, Activities and Career Services, has instituted a Greek Presidents Council representing all Greek organizations, which will allow all groups to come together. Angela Roman will encourage Amber Kneibel to invite David to one of the council meetings as a guest speaker. It was suggested that Angela Roman look into other institutions that are having similar issues with their Greek organizations and to look for more innovative ideas. A suggestion was made to educate the organization on how to promote their group in positive ways, highlighting the good things that they do, such as giving out scholarships or showcasing their PanHellenic or Interfraternity Council efforts.
- Mark communicated that he is working on getting an on-line electronic form instead of the existing paper form for student organizations to fill out for reservations. The challenge of obtaining their advisor's signature still exists in the electronic form. Michael Wade suggested that the form consolidate the delegated booker signature with the student

Rankin Student Center/University Center

contact for the group or the President of the group. This would simplify the signature process to one signature instead of two.

- David Pilgrim asked if there might be a place in the new University Center to display two large panels from the Jim Crow Museum. He feels that the new facility would be a wonderful venue to display art with an underlining diversity message, and an opportunity to celebrate people of the past.
- It was recommended that the University Center and the CLACS departments work together to revisit the Delegated Booker Process and define who should be in this role with RSOs.

Submitted by: Nicholas Campau

2012-2013 DIVERSITY SUCCESSES

- We have continued to partner with various offices and administrators (Housing, Matt Chaney, and David Pilgrim) to provide educational opportunities to our students who go through our conduct sanctioning process.
- Associate Dean of Student Life serves as a member of the Diversity Action Team.
- We continue to modify our practice to be in compliance with the Title IX of the Education Amendments of 1972, which prohibits discrimination on the basis of sex. All public and private institutions of postsecondary education that receive financial funding from any source must comply with Title IX. Sexual harassment is a form of sex discrimination and is therefore prohibited under Title IX. The Office of Civil Rights, on April 4, 2011, issued a “Dear Colleague Letter” in regards to a school’s obligation to respond to sexual harassment. Ferris State University was already in compliance with many of these stipulations as they were originally outlined in the January, 2001 DOE’s *“Revised Sexual Harassment Guidance: Harassment of Students by School Employees, Other Students, or Third Parties”*. Since the 2011 Dear Colleague Letter’s distribution, we have made and continue to evaluate and modify our practices to align us even more closely with the Department of Education’s expectations.
- We have made great strides in our effort to recruit and train a more diverse group of students, faculty, and staff to serve on the University Committee on Discipline. Although, more work is needed, we now have a larger pool of trained individuals from diverse backgrounds.

2012-2013 DIVERSITY CHALLENGES

- We need to continue our effort to recruit and train a more diverse group of students, faculty, and staff to serve on the University Committee on Discipline.
- We need to find ways to fund sexual assault prevention and awareness programs as well as ongoing educational materials.
- In the Spring of 2013, the Office of Student Conduct worked to collect demographic data regarding the students who came through our process. We had 398 students attend 503 hearings. As the data below suggests, we saw a disproportionate amount of minority students and an under representation of our white students. Below is a comparison of population we saw in the Spring compared to that of Ferris’ population:
 - Asian 2.3% (2%)

- Black or African American 18.3% (7%)
- Hispanic or Latino 4.2% (3%)
- Multi-Racial 3.8% (2%)
- Unknown 2.8% (5%)
- White 68.6% (78%)

2013-2014 RECOMMENDATIONS

- A recommendation was made for the Student Conduct office to hold meetings with key players from such departments as Public Safety and Housing Services to discuss reoccurring issues that are happening on campus and possible groups that we may need to target educational opportunities toward.
- It was recommended to look into available resources located in Human Resources regarding topics such as bullying, respect, etc. David Pilgrim offered to facilitate discussions on these topics if desired.
- A suggestion was made to look into getting more copies of the book, “25 Rules of Considerate Conduct.” This book is offered at our library. Michael Wade would like to use it for the TOWERS group.
- David Pilgrim suggested that the University generate a booklet of some sort that highlights campus rules that do not parallel rules that students may be used to; an educational booklet that highlights that the “norms” may be different than home. A series of discussions with our students on topics such as respect, civility, etc. should be intentional, but communicated in a way that we are not being punitive or talking down to them.
- It was suggested that we look into more grant writing opportunities to secure funding from the Federal Government for Sexual Assault Prevention efforts.

Center for Leadership, Activities and Career Services (CLACS)

Submitted by: Angela Roman

2012-2013 DIVERSITY SUCCESSES

- Angie Roman, Director of the Center for Leadership, Activities and Career Services (CLACS), continues to be a member of the Tuition Incentive Program (TIP) steering committee, First Lady's Attic Advisory Board, Social Work Advisory Board, and member of the Mecosta-Osceola Human Services Collaborative Board.
- Amber Kneibel, Assistant Director of the Center for Leadership, Activities and Career Services, and Danielle Leisner, Coordinator of Student Leadership and Activities, serve on the MLK planning committee.
- Danielle Leisner and Angie Roman serve on the Political Engagement Program (PEP) committee.
- Michele Albright, Coordinator of Student Career Services, is a member of the Student Affairs Diversity committee.
- CLACS continue to subscribe and make available to students career publications such as: Hispanic Business, Careers and the Disabled, Job Choices Diversity Edition, Black Collegian, and Workforce Diversity.
- Michele Albright has reached out to offer tailored career planning and preparation, mock interviewing, and resume building workshops for numerous Registered Student Organizations; including, the Asian Student Organization, Alpha Kappa Alpha, Alpha Phi Alpha, Black Greek Council, Circle K, Circle of Tribal Nations, DSAGA, Delta Sigma Theta, Golden Key International Honor Society, the Hispanic Student Organization, International Student Organization, and Zeta Phi Beta.
- There have been increased relations with Peace Corps which brought the organization to campus.
- There was increased collaboration with the Office of International Education during the Fall 2013 Career Week. They staffed a consulting table during the Fall Career and Internship Fair which provided a welcome greeting, resources, and assistance to Ferris international students seeking employment opportunities as they navigated through employer tables. They also answered questions from employers about hiring international students.
- The Office of International Educational is collaborating with Michele Albright, Coordinator of Career Services, in support of the Global Talent Retention Initiative of Michigan, initiated by Governor Snyder. This initiative is focused on strengthening

Center for Leadership, Activities and Career Services (CLACS)

Michigan's economy through retaining international student talent as a strategy for economic growth.

- Diversity is our University value of focus this year. We choose one core value to focus on each year. This requires our staff to be continuously thinking about diversity and how we can play an important role in mentoring students in regards to diversity.
- We continue to implement processes that make for a more fair and unbiased way of judging 5 Star organizations, approving 5 Star events, and approving new student organizations. All judging and criteria for selection include the University mission and core values. This ensures we are approving events and Registered Student Organizations that meet our mission and values.
- We recently approved the Chinese Student Organization and the African Student Union as new Registered Student Organizations. Amber Kneibel is currently working with Sigma Lambda Gamma (Latina Sorority) to become chartered at Ferris State.
- The Homecoming committee brought touring comedians from NBC Stand-Up for Diversity. These are comedians from a diverse background who compete against each other to gain a spot on the traveling roster.

2012-2013 DIVERSITY CHALLENGES

- Although many student organizations have taken advantage of tailored workshops facilitated by the Center for Leadership, Activities and Career Services (CLACS), there remains a secretive nature and lack of initiative on behalf of specific groups in seeking assistance with particular issues related to their identity and career related topics. Staff are working to further educate themselves in these areas and to eliminate barriers for those students seeking assistance.
- Collaboration continues to be a challenge for student organizations. We are working to add questions to processes and forms that encourage organizations to collaborate.
- Our office will continue to work on improving policies, forms, and flow charts to open the opportunity to organizations in which the guidelines may be difficult to complete. For example, the 5 Star event selection process was changed to be a 5 Star event idea opportunity. Student Leadership Activities Advisory Council (S.L.A.A.C.) approves the idea and the group is offered an event mentor who will assist them in finding a venue, funding, and any other planning to ensure a successful event.

2013-2014 RECOMMENDATIONS

- A recommendation was made to work with academic professors to not only send their students to events held on campus, but to attend with them as well. It was suggested that the same faculty members have their students write reflective journals about the event and share their opinions with the CLACS staff.
- A recommendation was made to have a small group of attendees meet after a 5 Star event to reflect and talk candidly about possible “hot topics” that were highlighted during the event. A second suggestion regarding 5 Star events was to create a one-sheet document with intent to educate our students of reasons why they should attend the events and why their organizations/groups should apply to host a 5 Star event. David Pilgrim reminded everyone to not overlook the small group activities where great learning outcomes and discussions can exist.
- David Pilgrim communicated that there is a Center for Professional Staff Leadership Development in the planning stage by Jerry Scoby, Vice President of Administration & Finance. Training and resources will be available to all professional staff members of Ferris.
- A recommendation was made to look at the diversityinc.com website as a resource when assisting students with their career opportunities. This website highlights companies who value diversity.
- There is an opportunity to educate our registered student organizations about the Finance Division of Student Government. There has been a pattern of the same organizations asking for funding. Others may not be aware of the opportunity to ask for assistance in funding from the Finance Division.

Birkam Health Center & Personal Counseling Center

Submitted by: Renee Vander Myde

2012-2013 DIVERSITY SUCCESSES

- Birkam Health Center (BHC) and Personal Counseling Center (PCC) staff participated in two separate all-staff diversity training events this year. The first was a presentation by Matt Olovson from General Counsel in October entitled, "*Harassment and Discrimination Seminar - An Introduction to University Anti-Harassment and Nondiscrimination Policies, Expectations of University Community Members, and Resources for Building Cultural Competency,*" and the second was in February by Global Compliance Network (GCN) through Human Resources titled, "*Diversity for Employees.*" This year is the first year of planned semi-annual diversity trainings that the BHC staff will participate in – one training each semester.
- Birkam Health Center staff wrote a Diversity Mini Grant that was funded to help secure and set up a medical translation service for ESL (English as a Second Language) students. In late November, BHC contracted with Pacific Interpreters who provide immediate medical office and medical service translation in more than 30 languages. This service will expedite patient care and reduce the language barrier.
- Both the Birkam Health Center and the Personal Counseling Center revised and updated professional brochures that now include diverse imagery of clients, patients and students in general.
- The staff attends and participates in events and programming related to diversity on campus, such as the Office of Multicultural Student Services' Get Acquainted Day, by providing information and services for diverse groups and individuals.
- Various staff members are part of campus and community based committees and advisory groups addressing issues of diversity, such as the Domestic Violence Task Force, Health Promotion Committee, The Diversity Committee, Ferris Youth Initiative Advisory Committee, Coalition to Reduce Underage Drinking, Liaison Committee for Students with Disabilities, Disability Awareness Month Planning Committee, Active Minds, and Take Back the Night Committee.
- The Personal Counseling Center website now includes tabs for diverse groups of students regarding unique topics such as issues and resources for veteran students, nontraditional students, and LGBTQIA students.

Birkam Health Center & Personal Counseling Center

- The Birkam Health Center and the Personal Counseling Center staff teams continue to become more diverse, representing multiple ethnicities and genders through intentional recruiting efforts that generate a diverse pool of candidates. By the end of 2013, the combined staff of the two service areas will become more diverse, representing multiple ethnicities and genders.

2012-2013 DIVERSITY CHALLENGES

- Addressing and educating diverse student groups about medical and mental health care disparities.
- Continuing to create a welcoming and inclusive office environment through signage, posters, etc., so that clients and patients “see themselves” in our service areas.
- Developing and/or being inclusive of more campus-wide events and programs with a diversity focus or a diversity component at minimum.

2013-2014 RECOMMENDATIONS

- It was recommended that Renee Vander Myde, Director of the Birkam Health Center and Personal Counseling Center, seek out opportunities to partner with other departments on campus regarding health and wellness issues of our students.
- David Pilgrim asked Renee Vander Myde to identify educational resources that her department could utilize for population specific groups, such as LGBTQIA, and to connect with him on what is needed.
- Continue to partner with academic groups on campus to offer internship opportunities for students.
- Continue to provide staff development regarding diversity. The new Professional Development Center coming soon, with campus-wide support, could be a new resource for such professional staff development.

Submitted by: Leroy Wright

The Office of the Dean of Student Life is committed to supporting the University's diversity vision by actively being involved in the cultivation of a diverse and inclusive campus community.

2012-2013 DIVERSITY SUCCESSES

- The Dean of Student Life gave a reading during the MLK Faculty/Staff In-Service.
- The Office of the Dean of Student Life presented at the International Student Orientation about Student Life at Ferris State University.
- The Dean of Student Life attended the International Center Open House.
- The Dean of Student Life served on a variety of search processes across campus.
- Representatives from the division of Student Affairs met periodically with students from various Registered Student Organizations to foster a stronger relationship for collaboration, fairness, and equitable decision making as it relates to the Finance Division of Student Government allocation processes.
- The Office of the Dean of Student Life serves as the chair of the Student Affairs Diversity Committee.
- The Office of the Dean of Student Life showed support for minority students by attending the Office of Multicultural Student Services' (OMSS) Transition to Success Program.
- The Office of the Dean of Student Life participated in the OMSS Get Acquainted Day.
- The Office of the Dean of Student Life participated in the OMSS End of the Year "Pignic."
- The Office of the Dean of Student Life, Financial Aid, Admissions, Personal Counseling Center, the Office of Diversity and Inclusion, and the Tuition Incentive Program (TIP) works in collaboration to continue developing the Ferris Youth Initiative.
- The Office of the Dean of Student Life serves as an ally to all LGBTQIA students, faculty, and staff by being a resource and support system as appropriate. The Dean of Students attended DSAGA activities throughout the year and attends two of their RSO meetings each semester.
- The Dean of Student Life is involved with the Diversity Action Team.

Office of the Dean of Student Life

2012-2013 DIVERSITY CHALLENGES

- Continue to find collaborative ways to produce programs related to diversity, inclusion, and social justice issues for both students and employees knowing that resources are very limited.

2013-2014 RECOMMENDATIONS

- Explore ways to enhance and update the Division of Student Affairs Diversity web page. Angela Palmer and Nicholas Campau will be collecting suggestions from the Student Affairs Diversity Committee and the Administrative Council on how to better enhance the web page. Franklin Hughes from the Diversity & Inclusion Office will assist the Office of the Dean of Student Life in creating a new and improved web page.
- Explore Diversity goals/objective outcomes for the Division of Student Affairs that fosters a clearer approach to supporting diverse student populations and promoting an inclusive and welcoming environment for all employees. The Division of Student Affairs will continue supporting the diversity goals of the University.
- Explore opportunities and venues to plan and implement a Division of Student Affairs Diversity Retreat/Seminar/Training experience in conjunction with the Dean of Enrollment Services and the Student Affairs Diversity Committee.

Enrollment Services (Admissions, IRT, and Registrar's Office)

Submitted by: Kristen Salomonson

2012-2013 DIVERSITY SUCCESSES

- From Fall 2012 to Fall 2013 total enrollment of Ferris minority students rose by 244 students to 3221 with headcount increases in the following categories: African-American +50, Hispanic +55, International +82, Native Hawaiian/Pacific Islander +1, and Two or More Races +72.
- Collaborated with the Tuition Incentive Program (TIP) Office on a variety of recruitment projects including an expanded presence at Dawg Days, College Fairs and local Career/Tech Centers. In addition, we continued a direct mail campaign to Michigan high schools to educate them on the benefits of using TIP benefits at Ferris State University.
- Initiated participation in the *Campus Pride Index*. By including our data in this program, prospective students have increased awareness of our efforts and services to support the LGBTQIA community.
- Unveiled a comprehensive Virtual Tour to showcase our main campus facilities. The tour includes two alternative language options in addition to English - Spanish and Arabic.
- Created a Spanish language daily visitation program twice per semester in collaboration with the Hispanic Center.
- Hired two new Admissions Recruiters for our staff who speak Spanish fluently. Following David Pilgrim's recommendation from last year's Diversity Review, we partnered with the Hispanic Center to facilitate a larger and better prepared candidate pool.
- Increased our participation in a variety of diversity-related recruitment events in Michigan and the surrounding region. These events include additional Spanish-language college fairs in Michigan and Illinois, LBGTQIA fairs, 100 Black Men College Fair, and the Latin Americans United for Progress (LAUP) fair.
- Our Chicago Recruiter attended the Camp College sponsored by the State of Illinois. It is a weekend long camp held on a college where students learn about financial aid, the college application process, and how to select a college. The targeted audience is lower income students who are first generation and college bound during the summer between their junior and senior year. Kasey Stevens, Recruitment & Financial Aid Officer, is aiming to participate as a volunteer and a committee member in 2014.

Enrollment Services (Admissions, IRT, and Registrar's Office)

- The Office of Admissions has rearranged duties of the recruitment staff creating a team of three recruiters working to continue to enhance all facets of diversity.
- Participated in the Urban Preparatory Charter Academies for the Young Men Admissions Event. This is a network for four charter high schools in the city of Chicago. Each school is 100% comprised of African American male students. On-Site admissions are allowed at their college fair and at high school visits. These schools boast 100% college acceptance for each of their campuses. Having more on site admissions is a great chance for us to reach out to the diverse population.
- Continued collaboration with University Advancement & Marketing in the development of recruiting materials containing images that reflect the diversity of the University.
- Specifically messaging to diverse populations using college search engines (Zinch & Cappex). These include an outreach program that utilizes Community Based Organizations (CBOs) to reach students and campaigns directed at Hispanic and first generation students.
- The Student Admissions Representative (STAR) program has increased in diversity since last year. We currently have 18 STARs on staff. The racial demographic of these employees include three African American and fifteen White students. This minority percentage within STARs (16.6%) is roughly on par with the university average (16.5%). We have also increased the number of male STARs, now three out of eighteen (16.6%) whereas last year there were only two out of twenty-two (9.1%). The composition of our student employees in all of Enrollment Services reflects the growing diversity of our campus population, and we strive to obtain a more diverse student population.
- The Registrar's Office recently implemented a University-wide Online Graduation Application. Before opening up the application for everyone to use, we wanted to make sure it was screen reader friendly. We met with a staff person from the Disability Service Office and a limited sight faculty member from Social Sciences. We went through the entire application processes using a test student and were able to navigate the application and complete it without issue. Upon completion, the faculty member suggested a few minor modifications that would make the process slightly smoother for someone using a screen reader. After completing these modifications, we were able to move forward with implementing the Online Graduation Application knowing it would be user friendly for a diverse student population.
- The Registrar's Office worked closely with the Office of International Education to develop and create a unique experimental Summer 2013 Intensive English course schedule. This summer schedule was developed to accommodate the need for some international

Enrollment Services (Admissions, IRT, and Registrar's Office)

students to return to their home counties for religious holidays, yet maintaining compliance with contact hours for the course work and student status.

2012-2013 DIVERSITY CHALLENGES

- In regards to the diversity in our group visit program, transportation costs are a challenge that prevents various minority populations from attending. We are not comfortable offering monies to subsidize some groups and not others. We need to identify an amount that is workable for Enrollment Services and the University at large as funding strategically targeted groups could potentially increase the number of these groups that attend an on-campus visit.
- Although we have made strides in improving our diversity efforts, we need to continue to accomplish even more. One of our challenges is the need to reach out more effectively to the Asian-American prospective student population. We lost some ground in terms of Asian-American enrollment for the fall of 2013.

2013-2014 RECOMMENDATIONS

- There is a need for a campus-wide collaboration to provide funding for transportation for our under-represented students. David Pilgrim offered to find funding for the transportation if the Student Affairs Division will create it. Revitalizing the annual “Bus Tour” should be reconsidered. It is important to submit a proposal articulating the rationale for funding this initiative.
- Michael Wade suggested that focus groups with our current Asian students and Native American students be created in an effort to strengthen relationships and ultimately assist in recruiting efforts.
- It was recommended that we also add the *Campus Pride Index* to the Student Affairs Diversity webpage.
- It was recommended that we work with the President of Kendall College regarding the use of the acquired art museum space for recruitment functions and to promote Ferris.

Office of Scholarships & Financial Aid

Submitted by: Nancy Wencl & Krissy Workman

2012-2013 DIVERSITY SUCCESSES

- Nancy Wencl, Assistant Director of Financial Aid, began serving on an advisory team for the Students with Children program. This program assists students in networking with other families; it identifies family-friendly campus and community resources and services; and allows students to participate in parenting skill development. In the Fall 2012 semester, the Students with Children program held an event and Nancy was a featured guest to assist students with their financial aid questions and/or concerns.
- Krissy Workman serves on the Ferris Youth Initiative Advisory Board. The Ferris Youth Initiative is designed to provide support and learning opportunities to foster care youth and low-income orphans throughout their academic career by incorporating academic success, character development and positive approaches to their holistic well-being. Krissy continues to serve as a mentor to a Ferris Youth Initiative student (FYI) as well as on a committee, which interviews students prior to admission into the program.
- Krissy Workman participated in the Michigan Teen Conference, which was hosted by Ferris State University. She assisted at a stop for students during the “Walk through Life” event where students asked questions about financial aid. The conference is for teens and young adults, ages 14-21, who are preparing to exit foster care, their caregivers and the professionals who work with them. The program is designed to help students in foster care or independent-living learn about money management, educational opportunities, employment, healthy relationships, housing and more.
- Krissy Workman collaborated with the International Office to streamline the scholarship process in an effort to better meet the needs of the international students.

2012-2013 DIVERSITY CHALLENGES

- Financial Aid continues the struggle of making school affordable for low-income families. Added to this is the University-wide initiative to minimize student loan debt, which at times can be two competing goals. New and innovative ways toward limited need-based aid will need to be examined to meet the continuing needs of our students as well as supporting the University’s enrollment.

2012-2013 DIVERSITY SUCCESSES

- One of the ongoing challenges that intramural sports faces is female participation. Last year we created the Karas Cup Intramural Point system in an effort to encourage/increase participation. It is a participation-based point system that tracks intramural team participation for an entire year and then crowns a winner in the Sorority, Fraternity, Residence Hall, and Open divisions. The winning team receives a trophy and their team name on a plaque that will be hung in the Student Recreation Center for years to come. This point system was named after Frank Karas, the former professor/coach who created the intramural program at Ferris in 1947. The sorority division embraced this system from the start and we saw an increase in their participation numbers immediately. In 2012-2013, we went from zero participation efforts from sorority teams to 4 teams in flag football, 3 teams in soccer, 6 teams in fall volleyball, 6 teams in spring volleyball, and 5 teams in spring indoor flag football. We believe these numbers will continue to rise this 2013-2014 year. We currently have 5 flag football teams (1 more than last year), and several sorority/fraternity CoRec teams playing in softball.
- To address the struggles that University Recreation has in recruiting and retaining diverse student staff, Cindy Horn took the following actions:
 - Cindy Horn participated in the, "Creating Inclusive Campus Environments for Cross Cultural Learning and Campus Engagement," book discussion through the Faculty Center for Teaching and Learning during the 2013 Summer semester.
 - As a result of the book discussion multiple relationships were built/strengthened within and outside of the Division of Student Affairs.
 - Cindy Horn developed a deeper appreciation and understanding of the needs of our international students and has worked closely with the Office of International Education to develop and strengthen the relationship.
 - University Recreation student employment applications were intentionally placed in the Office of International Education, the Office of Multicultural Student Affairs, and the Latin@ Center.
- University Recreation now employs four international students as well as a domestic student with family affiliation in Saudi Arabia.

- Cindy Horn is serving as a mentor (along with Matt Chaney and Nicholas Campau) for 2 of the visiting Changsha faculty members who work in the area of student services.
- As a result of the book discussion, Cindy Horn was invited to participate in the Diversity Audit process for Ferris State University.
- University Recreation houses many diverse groups for special events. Gear Up camps and the Michigan Teen Conference are some of the diverse groups that use the facility in the summer for camp activities. During the school year, many Registered Student Organizations use the facility for events, as well. Groups that have used the Student Recreation Center in 2013 include the Muslim Student Organization for their prayer gathering, You Beautiful Black Woman to host a philanthropic event for Breast Cancer, and Black Leaders Aspiring for Critical Knowledge who held the *Shane People's Basketball Tournament* fundraising event.

2012-2013 DIVERSITY CHALLENGES

- With only four international students on our staff, recruiting and hiring diverse staff is still a challenge. We will continue to reach out in various ways to progress with an even more diverse representation in our staffing and departmental activities.

2013-2014 RECOMMENDATIONS

- David Pilgrim has offered to be part of student staff training as a guest speaker. He has offered to engage with students and discuss real-life situations that foster diversity.
- David Pilgrim has recommended that dialogues take place between full-time staff and student staff about civility and fairness. Often these non-scheduled dialogues are more successful in fostering diversity.
- It was recommended that when choosing topics for student staff training, the University Recreation utilize the University's Core Values. It was also recommended that Cindy Horn collaborate with the Office of Multicultural Student Services (OMSS) when training student staff. Michael Wade offered to assist with providing a Cultural Competence workshop for University Recreation Center staff members.

Office of Multicultural Student Services (OMSS)

Submitted by: Matt Chaney

2012-2013 DIVERSITY SUCCESSES

- Coordinated over 50 activities that focused on diversity, multiculturalism and inclusion throughout the 2012-2013 academic year. Many of the programmatic efforts were successful and specifically served as a platform to make all incoming students feel welcome and to encourage them to build healthy connections campus wide. Faculty and staff of the Office of Multicultural Student Services (OMSS) attend and work hard to create successful cultural celebrations and events, and do so because we embrace each of the institution's core values, more specifically, "collaboration" among students. We also intentionally focused each of our events on student learning. The variety of programming created a space for intercultural engagement for the campus community and included partnerships with programs that focused on academic service learning, speakers and featured presentations.
- OMSS made great strides in recruiting and retaining a more diverse group of student assistants in our department. New roles were created for each of our student assistants and the framework has helped us to prepare them to be culturally competent while in college as well as when they graduate and enter the workforce.
- OMSS created the student-led Multicultural Exchange initiative that seeks to diffuse social barriers and focuses on creating opportunities for intercultural connections for Ferris students.
- OMSS implemented small groups in an effort to engage a diverse range of students via the *Minorities in Focus* discussions on retention and through monthly food-for-thought discussions held by TOWERS leadership development. Each of the initiatives provided helpful insights to assist in servicing students more effectively, in addition to creating connections with a diverse array of students.
- The department continues to support a variety of student organizations from diverse backgrounds throughout the academic year. OMSS collectively serves as a campus advisor to over 15 registered student organizations.
- Through the Gear Up Program, OMSS is responsible for close to 40 currently enrolled students at Ferris State University.
- OMSS continues to provide successful diversity training in the classrooms for instructors per their requests throughout the course of the academic school year.

Office of Multicultural Student Services (OMSS)

2012-2013 DIVERSITY CHALLENGES

- Lack of adequate funding for required diversity programs and student support.
- Staffing to support a growing diverse student population.
- Lack of adequate student wage dollars that can help to diversify our student staff.

2013-2014 RECOMMENDATIONS

- Continue to assess events and activities to meet the programmatic needs of the University.
- Continue to collaborate with various departments on campus to secure budgetary resources for programs.
- Continue to partner with the Office of Retention and Success regarding addressing achievement gaps as well as promote tutoring opportunities for students.

2012–2013 Conclusion/Recommendations/Action Steps

Conclusion

The Division of Student Affairs and the Student Affairs Diversity Committee is proud of the ongoing progress made by our departments to foster, encourage and support diversity and inclusion efforts at Ferris State University. Nevertheless, we acknowledge that we have more to do. We will continue working on ways to celebrate, enhance, advance and support diversity/inclusion efforts University-wide.

General Recommendations and Action Steps

Rankin Student Center/University Center

- It was recommended that we focus our efforts on hiring a diverse pool of candidates for the student employee positions for the new University Center.
- David Pilgrim suggested that the current internal fraternal system seems outdated. He would like to see the attitudes of such student organizations become all inclusive and welcome those who might otherwise not feel comfortable coming into the organization. It was suggested that Angela Roman look into other institutions that are having similar issues with their Greek organizations and to look for more innovative ideas. A suggestion was made to educate the organization on how to promote their group in positive ways, highlighting the good things that they do, such as giving out scholarships or showcasing their PanHellenic or Interfraternity Council efforts.
- Mark communicated that he is working on getting an on-line electronic form instead of the existing paper form for the student organizations to fill out for reservations. Michael Wade suggested simplifying the form by consolidating the delegated booker signature with the signature of the student contact for the group or the President of the group.
- David Pilgrim feels that the new University Center facility would be a wonderful venue to display art with an underlining diversity message, and an opportunity to celebrate people of the past.
- It was recommended that the University Center and the CLACS departments work together to revisit the Delegated Booker Process and define who should be in this role with Registered Student Organizations.

Office of Student Conduct

- A recommendation was made for the Student Conduct office to hold meetings with key players from such departments as Public Safety and Housing Services to discuss recurring issues that are happening on campus and possible groups that we may need to target

2012–2013 Conclusion/Recommendations/Action Steps

educational opportunities toward.

- It was recommended to look into available resources located in Human Resources regarding topics such as bullying, respect, etc. David Pilgrim offered to facilitate discussions on these topics if desired.
- A suggestion was made to look into getting more copies of the book, “25 Rules of Considerate Conduct.” This book is offered at our library. Michael Wade would like to use it for the TOWERS group.
- David Pilgrim suggested that the University generate a booklet of some sort that highlights campus rules that do not parallel rules that students may be used to; an educational booklet that highlights that the “norms” here may be different than home.
- It was suggested that we look into more grant writing opportunities to secure funding from the Federal Government for Sexual Assault Prevention efforts.

Center for Leadership, Activities and Career Services

- A recommendation was made to work with academic professors to bring their students to events held on campus.
- A recommendation was made to have a small group of attendees meet after a 5 Star event to reflect and talk candidly about possible “hot topics” that were highlighted during the event. A second suggestion regarding 5 Star events was to create a one sheet document with intent to educate our students to reasons why they should attend the events and why their organizations/groups should apply to host a 5 Star event.
- David Pilgrim communicated that there is a Center for Professional Staff Leadership Development in the planning stage by Jerry Scoby, Vice President of Administration & Finance, where there will be training and resources available to all professional staff members of Ferris.
- A recommendation was made to look at the diversityinc.com website as a resource when assisting students with their career opportunities.
- Deanna Goldthwait suggested that we educate our Registered Student Organizations about the Finance Division of Student Government so they know they are available to assist them in funding of programs.

2012–2013 Conclusion/Recommendations/Action Steps

Birkam Health Center and Personal Counseling Center

- It was recommended that Renee Vander Myde seek out opportunities to partner with other departments on campus regarding health and wellness issues of our students.
- David Pilgrim asked Renee Vander Myde to identify educational resources that her department could utilize for population-specific groups, such as LGBTQIA, and to connect with him on what is needed.
- Continue to partner with academic groups on campus to offer internship opportunities for students.
- Continue to provide staff development regarding diversity.

Enrollment Services – Admissions, Institutional Research & Registrar’s Office

- David Pilgrim offered to find funding for the transportation for our Group Visitation program if the Student Affairs Division will create it. Revitalizing the annual “Bus Tour” should be reconsidered.
- Michael Wade suggested that focus groups with our current Asian students and Native American students be created in an effort to strengthen relationships and ultimately assist in recruiting efforts.
- It was recommended that we add the *Campus Pride Index* to the Student Affairs Diversity webpage.
- It was recommended that we work with the President of Kendall College regarding the use of the acquired art museum space for recruitment functions and to promote Ferris.

University Recreation

- David Pilgrim has offered to be a guest speaker as part of student staff training, engaging with students and discussing real-life situations that foster diversity.
- David Pilgrim has recommended that dialogues take place between full-time staff and student staff about civility and fairness.

2012–2013 Conclusion/Recommendations/Action Steps

- It was recommended that when choosing topics for student staff training, University Recreation utilize the University's Core Values. It was also recommended that Cindy Horn collaborate with the Office of Multicultural Student Services (OMSS) when training student staff members about diversity and inclusion. Michael Wade offered to assist with providing a Cultural Competence workshop for University Recreation Center staff members.

Office of Multicultural Student Services

- Continue to assess events and activities to meet the programmatic needs of the University.
- Continue to collaborate with various departments on campus to secure budgetary resources for programs.
- Continue to partner with the Office of Retention and Success regarding addressing achievement gaps as well as promote tutoring opportunities for students.

Office of the Dean of Student Life

- Explore ways to enhance and update the Division of Student Affairs Diversity web page. Angela Palmer and Nicholas Campau will be collecting the Student Affairs Diversity Committee and Administrative Council's suggestions on how to better enhance the web page. Franklin Hughes from the Diversity Office will assist the Office of the Dean of Student Life in creating a new and improved web page.
- Explore Diversity goals/objective outcomes for the Division of Student Affairs that fosters a clearer approach to supporting diverse student populations and promoting an inclusive and welcoming environment for all employees. The Division of Student Affairs will continue supporting the diversity goals of the University.
- Explore opportunities and venues to plan and implement a Division of Student Affairs Diversity Retreat/Seminar/Training experience in conjunction with the Dean of Enrollment Services and the Student Affairs Diversity Committee.

ADDENDUM

The following documentation serves as an addendum to the 2012-2013 Student Affairs Diversity Report. The information provided below includes the diversity successes and challenges for the Spring 2014 semester, which was not included in the original report submitted in January 2014.

Office of Student Conduct

Submitted by: Nicholas Campau/Erik Wessel

SPRING 2014 DIVERSITY SUCCESSES

- We have continued to partner with various offices and administrators (Housing, Matt Chaney, and David Pilgrim) to provide educational opportunities to our students who go through our conduct sanctioning process.
- We continue to modify our practice to be in compliance with the Title IX of the Education Amendments of 1972, which prohibits discrimination on the basis of sex. All public and private institutions of postsecondary education that receive financial funding from any source must comply with Title IX. Sexual harassment is a form of sex discrimination and is therefore prohibited under Title IX. The Office of Civil Rights, on April 4, 2011, issued a “Dear Colleague Letter” in regards to a school’s obligation to respond to sexual harassment. Ferris State University was already in compliance with many of these stipulations as they were originally outlined in the January, 2001 DOE’s, *Revised Sexual Harassment Guidance: Harassment of Students by School Employees, Other Students, or Third Parties.* Since the 2011 Dear Colleague Letter’s distribution, we have made and continue to evaluate and modify our practices to align us even more closely with the Department of Education’s expectations.

SPRING 2014 DIVERSITY CHALLENGES

- We need to continue our effort to recruit and train a more diverse group of students, faculty, and staff to serve on the University Committee on Discipline.
- We need to find ways to fund sexual assault prevention and awareness programs as well as ongoing educational materials.

Center for Leadership, Activities and Career Services (CLACS)

Submitted by: Angela Roman/Michele Albright

SPRING 2014 DIVERSITY SUCCESSES

- Amber Knieble, Assistant Director, co-chaired the WHM - Women's Expo and coordinated the "Light It Up Blue" event to help raise awareness for Autism.
- Danielle Leisner, Coordinator of Leadership and Activities, organized and implemented Leadership Week, and co-chaired the Welcome Week/ Bulldog Beginnings campus wide committee. This is supported by all CLACS staff.
- CLACS continues to support Registered Student Organizations (RSOs) in creating programs that promote diversity, social justice and inclusive communities.
- Carrie Adams, Employer Specialist, brought in Guest Speaker, Senita Lenear, during Career Week. She was the first African American elected commissioner in Kent County.
- The Career Center staff seeks diverse employers to attend the Career & Internship Fair. This resulted in over 200 employers present during 2014 Spring Semester Fair.
- Our office works with Catherine Cronick from Michigan Rehabilitation Services, Department of Human Services, and Social Security, to create opportunities and awareness for students with disabilities and veterans.
- Our office works with the FSU Disabilities Office and the Diversity and Inclusion Office to create an awareness of students with disabilities and the issues they face.
- Our office works to educate Registered Student Organizations about the Finance Division of Student Government so that diverse groups better understand how to request funding assistance from the Finance Division.
- New RSO's approved in Spring 2014 includes: Sigma Lambda Gamma Colony (Hispanic Organization), Tournament Fishing Club, Young American's for Liberty, AIESEC (International Business Internship Opportunity Organization), and Arab American Pharmacist Association.
- CLACS coordinates or participates in the following events to assist the economically and/or physically disadvantaged local community members: The Big Event, United Way Color War, Get Real /Money Smart Week, and Big Rapids Fire Victims.
- CLACS coordinated Torch Bearer, Rising Star, and the Initiative 125 Awards Program to recognize student leaders across campus for their leadership, dedication, and commitment to service through volunteerism.
- Teresa Fogel, Student Leadership & Activities Specialist, attended and supported the following events: Hispanic Heritage Month, Miss Black & Gold, Goldmine Conference,

YBBW Comedy Jam, YBBW Fashion Show, BLACK Image Awards, and International Student Organization's Holi Fest. Teresa also advised and processed payments through the Finance Division to support various events.

- CLACS will continue to hire a diverse student employee staff. This includes multi-cultural students, non-traditional students, Ferris Youth Initiative students, and students in a variety of degrees.

Birkam Health and Personal Counseling Center (BHC/PCC)

Submitted by: Renee Vander Myde

SPRING 2014 DIVERSITY SUCCESSES

- Various staff participated in Martin Luther King activities on campus and in the march.
- A staff member participated on the *Global Women: A Focus on Diverse Roles of Women in Society* committee for Women's History Month.
- Worked with students in the Television and Digital Media Program along with other FSU students, faculty, and staff to create DVDs focused on the LGBTQIA community here at Ferris. The DVDs will incorporate a variety of events and activities organized by the Diverse Sexuality and Gender Alliance (DSAGA) student group, and will be used to raise awareness and for educational purposes. This work is supported by a Faculty/Staff Diversity Mini-Grant.
- Various staff attended the *Anti-Harassment/Non-Discrimination Policy Seminar*. The one hour seminar is open to all Ferris employees and is designed to engage attendees with examples of prohibited conduct and practical advice for compliance with the University Policy on Non-Discrimination and the Employee and Student Dignity Policy.
- A staff member became a Ferris Youth Initiative (FYI) mentor and two other counseling staff provided several trainings for other FYI mentors regarding the unique issues that some foster youth may deal with, behaviorally and emotionally.
- Staff continue to participate on the Student Affairs Diversity Committee.

Office of the Dean of Student Life

Submitted by: Leroy Wright

SPRING 2014 DIVERSITY SUCCESSES

- The Dean of Student Life delivered a reading at the Annual MLK Jr. Faculty/Staff In-Service, participated in the MLK March, and attended the MLK Screening – Many Rivers to Cross.
- The Office of the Dean of Student Life staff participated in the Tunnel of Oppression Exhibit.
- The Office of the Dean of Student Life staff participated in the 28th Annual MLK Student Tribute.
- The Office of the Dean of Student Life staff and the Student Affairs Diversity Committee, with the support of Franklin Hughes, developed a new Diversity webpage for the Division of Student Affairs.
- The Office of the Dean of Student Life staff and the Student Affairs Diversity Committee, with feedback from the Student Affairs Administrative Council, developed a diversity statement for the Division of Student Affairs.
- The Dean of Student Life attended the 2014 Image Awards and was recognized by students, staff, and faculty as the recipient of the Booker T. Washington Award.
- The Dean of Student Life participated in a series of discussions regarding African American student experiences at Ferris State University.
- The Dean of Student Life served as a narrator for the Jim Crow Museum taping regarding Orangeburg.
- The Dean of Student Life attended several diversity workshops at the 2014 NASPA Conference in Baltimore, Maryland.
- The Dean of Student Life attended the National Conference on Race and Ethnicity (NCORE) in Indianapolis, Indiana with the Diversity and Inclusion Office staff and other colleagues from Ferris State University.
- The Office of the Dean of Student Life staff attended the OMSS Multicultural Graduate Recognition Program. The Dean of Student Life, along with a panel of other colleagues, offered words of encouragement and congratulations to all the graduates.
- The Dean of Student Life attended the OMSS Annual Picnic and Step Show.

- The Office of the Dean of Student Life staff participated in many discussions related to violence against women, Title IX, sexual harassment/discrimination, etc.
- The Dean of Student Life joined the Beyond: Diversity Advisory Committee that's hosted by the Diversity and Inclusion Office.

Enrollment Services (Admissions, IRT, and Registrar's Office)

Submitted by: Kristen Salomonson

SPRING 2014 DIVERSITY SUCCESSES

- Dawg Days and Admitted Student Open Houses have expanded the information tables that promote diversity to include the Center of Latino Studies, in addition to the Office of Multicultural Studies Services.
- Matt Olovoson from our General Counsel's Office conducted two training sessions for the Admissions Recruiters during their annual summer training and again in February. The sessions explored our institutional commitment to diversity and ways to communicate effectively and with appropriate sensitivity.
- The Admissions Office will be hosting "Camp College," in partnership with the State of Michigan and the Michigan Association of College Admission Counseling in Summer 2015. It is a camp created to help students learn more about college including preparing academically, selecting an institution, and planning for financial considerations. The target audience is lower income and first generation students.
- The 2014 Orientation leader training contained a new emphasis on sensitivity and diversity to foster positive experiences with guests by providing training from OMSS and DSAGA. The training also included time for the Orientation leaders to have open conversations about diversity, acceptance, and creating a welcoming environment at Ferris.
- The 2014 Orientation leader group is incredibly diverse at 52% Caucasian, 39% African American, and 9% Hispanic among the 23 leaders.
- The Registrar's Office collaborated with the Transfer Service Center (TSC) to create and enhance their early college and dual enrollment programs, including Woodbridge Promise and Woodbridge Promesa. Many of these programs bring Ferris courses to students who may have not had the opportunity otherwise to earn college credit while in high school. Our role includes admitting students, building of course sections and registering students. We have worked closely with the TSC to ensure the course work provided to students is

equal to those on campus. It is our hope that these students learn the value of a Ferris education through these programs and consider a full time Ferris education in the future.

SPRING 2014 DIVERSITY CHALLENGES

- While in the past we have had difficulty finding a diverse pool of students for employment within the Orientation Leader and STAR program, this year Enrollment Services offered an incentive for students to refer candidates they thought would excel in the position. This is what caused Orientation Leaders to not only gain some of the most qualified students we have seen, but also made it easier for minority groups to learn about the position through referrals and interview for the job. We plan to continue this for our STAR program as well. Some students are cross trained between the two positions and have been assisting with tours as well.

University Recreation

Submitted by: Cindy Vander Sloom

SPRING 2014 DIVERSITY SUCCESSES

- We are committed to recruiting, hiring and retaining a diverse student staff.
- We continue to support our diverse community through event reservations at the Student Recreation Center.
- There is an increase in all female sorority participation in intramural sports, from 24 teams with 142 participants in 2012-2013, to 32 teams with 232 participants.
- We are attending and presenting as an on-campus employer during the 2014 Fall International Orientation.

SPRING 2014 DIVERSITY CHALLENGES

- It has been a challenge to include diversity training at our annual fall staff training. We plan to address this challenge by inviting Matt Olovson to present, as well as Michael Wade or David Pilgrim.

Office of Multicultural Student Services (OMSS)

Submitted by: Michael Wade

SPRING 2014 DIVERSITY SUCCESSES

- TOWERS – The Office of Multicultural Student Services (OMSS), in partnership with University Advancement & Marketing (UA&M), were able to spotlight current and alumni students of our TOWERS (Teaching Others What Establishes Real Success) leadership development program in the spring 2014 issue of the Ferris Magazine. The UA&M staff captured the stories of our TOWERS student leaders which exhibited how they feel the program assists with student development, engagement and learning.
- A Welcoming Environment - OMSS continues to work collectively and one-on-one with students to encourage personal and academic success. We know that research supports the correlation between student success and the comfort level of the student. For example, when a student feels welcome and comfortable on campus, data exhibiting student success becomes more evident. To assess the impact of our department, our office implemented a student support survey. The survey was given to students who visited the office during the Spring 2014 semester. We received close to 100 responses from students and the results echoed the positive impact our office has made on making students feel welcome.
- Collaboration for Events and Initiatives - Spring 2014 highlights included the Dr. Martin Luther King Jr. Celebration, the Chinese New Year Celebration, Black History Month Celebration, The Women’s Expo, the International Festival of Cultures, and the Multicultural Graduate Recognition Program. Each highlighted event involved a variety of collaborators through our cultural heritage planning committees, such as student leaders/organizations, and faculty and staff from both Student Affairs and Academic Affairs.
- MI GEARUP – Throughout the Spring 2014 semester, our department experienced a turnover with staff for the GEARUP/College Day program, but fortunately we were still able to implement the services of the program to the students we serve. In-school activities and workshops focused on career exploration, financial literacy, and increasing the students’ overall knowledge of college. Throughout the month of March, college visits to campus were coordinated with students from Baldwin, Big Rapids, Muskegon, and Muskegon Heights. The focus of the visit was the *Collegiate Reality* activity, which is a college financing strategy workshop, developed in cooperation with staff from the Michigan Department of Treasury, to demonstrate to students that college is financially accessible with adequate planning and preparation.

SPRING 2014 DIVERSITY CHALLENGES

- Engagement and attendance at events was a challenge. We feel possible factors included weather during our evening events, as well as scheduling conflicts of events coordinated by other departments, student groups, etc.
- Limited professional staffing to support a growing diverse student population continues to be a challenge.