

Criterion Five: Engagement and Service

Criterion Statement: As called for by its mission, the organization identifies its constituencies and serves them in ways both value.

Key Elements – Multicultural Experiences

Members:

Karen GreenBay, Janel Lockwood, Denise Moulter, Michael Wade, Adam Wetherell

Potential Evidence Sources and Collection Status:

- College of Professional and Technical Studies.....data received; need executive summary
- Diversity Office.....data submitted to another criterion
- Human Resources (Summer University) data received
- International Center.....data and executive summary received
- Office of Multicultural Student Services (OMSS)data and executive summary received
- Office of Residence Life data requested - not yet received
- University College
 - Accessibility Awareness Day data received
 - Freshmen Seminar (FSUS)data available via another committee
 - Honors Program.....data available via another committee
 - SCHOLAR Peer Mentor Program.....data and executive summary received
 - Structured Learning Assistance data not yet requested
 - Tuition Incentive Program (TIP) new program – limited data available
- Welcome Weekdata available via another committee

Section Outline:

Core Component A: The organization learns from the constituents it serves and analyzes its capacity to serve their needs and expectations.

1. The Office of Multicultural Student Services purpose in programming is to host, facilitate and support initiatives that foster multicultural experiences. Throughout each academic year, the department seeks to offer traditional as well as innovative programs for the Ferris State University student body, faculty and staff, community, and prospective students.
2. The purpose of the Peer Mentor Program is to serve as an integral part of the University to promote the improvement of academic success, persistence and successful graduation of students participating in the program.
 - a. The programs which **respond to external constituency needs**
 - i. Gear Up Programs
 - ii. International Education Week
 - iii. Bulldog Bonanza
 - iv. World Awareness Day
 - v. College Day Visits

- vi. Take Back the Night
 - vii. Dr. Martin Luther King Week
 - viii. Accessibility Awareness Day
3. The goal for FSU-Grand Rapids is to provide information, events and training to staff and faculty on a variety of Diversity topics. Together the division strives to make Ferris a comfortable place for all students, staff and faculty.
 4. The purpose of the Ferris State University Seminar Class is to provide first year students with personal connections, knowledge, and resources that will enhance their potential for learning, safety, satisfaction & graduation.
 - a. In responding to external constituencies, Ferris is well-served by programs such as **continuing education, outreach, customized training, and extension services.**
 - i. College of Professional & Technical Studies
 - ii. College Day Programs
 - iii. Residence Halls-Champions for Diversity
 - iv. Gear Up
 - v. Study Away
 - vi. New Employee Orientation
 - vii. Jim Crow Museum
 - viii. Fullbright Lecture Series
 - ix. Summer University
 - x. Accessibility Awareness Day
 - xi. Strategies Workshops
 - xii. Bulldog Value Workshops

Core Component B: The organization has the capacity and the commitment to engage with its identified constituencies and communities.

5. The International Center is the hub of international education at Ferris State University. The center includes three components of international education: Study Away, International Advising, and International Recruitment & Admissions. In July 2008 Ferris' administration combined the three components of the center as a means to unite resources in a central and prominent location on campus in the FLITE Building.
6. The Office of Residence Life (Housing Services) at Ferris State University consistently celebrates and promotes education, understanding and inclusion for all students. The intention is to build a safe, inclusive community for all students that live on campus. Residence Life promotes an inclusive community through programming initiatives, the training of the Residence Life employees, and committee initiatives such as the Harmony Project.
 - a. Ferris' educational programs **connect students with external communities.**
 - i. SCHOLAR Peer Mentor Program
 - ii. Honors Programs
 - iii. International Festival
 - iv. Study Away
 - v. Political Engagement

- vi. International Potlucks

Core Component C: The organization demonstrates its responsiveness to those constituencies that depend on it for service.

- b. **Collaborative ventures exist with other higher learning organizations** and education sectors
 - i. MLK Week Celebration
 - ii. Women's History Month
 - iii. Various History Month Celebration (i.e. Native American, Black History, Hispanic)
 - iv. FSU-GR (Community Relations)
 - v. College Day Program
 - vi. TIP Program
 - vii. Diversity Office Initiatives (i.e. Equity Conference)

Core Component D: Internal and external constituencies value the services the organization provides.

- c. Ferris' economic and **workforce development activities are sought after and valued** by civic and business leaders.
 - i. FSUS Seminars
 - ii. Siblings Weekend
 - iii. Bulldog Bonanza
 - iv. Meijer Madness
 - v. Founder's Day
 - vi. OMSS Bus Tour
 - vii. OMSS SEMBAA (South Eastern Michigan Black Alumni Association) Affiliation
 - viii. Volunteer Opportunities

Prospective Featured Events:

- International Festival
- MLK Week (Annual March, Student Tribute, Tunnel of Oppression)
- OMSS Annual Picnic and Talent Show
- Study Away Program
- FSUS Seminar
- SCHOLAR Peer Mentor Program
- Summer University
- FSU-GR Diversity Training

Strength Areas:

- Many departments host nationally known events – Tunnel of Oppression, International Festival, Study Away
- Student Finance Division provides funding to RSO's to support events
- Diversity grants available to FSU departments
- Ferris is also known for offering unique programs to the community: International Dinners, Ethnic Celebrations, Summer Camps
- Access to educational activities is appreciated by local residents. It was noted that these opportunities make this small rural community a unique place to live.

- OMSS & International Center strong commitment to bring departments and community together
- Diversity opportunities established at FSU – Grand Rapids (Individual & Group Learning; and Civic Engagement)

Improvement Areas:

- Community seeks college students from diverse backgrounds to mentor K-12 students (from World Café event)
- Increase programming from divisions to host/support multicultural events
- Increase community participation
- Continue efforts to the heighten constituents multicultural experiences