Quality Advocates: Penn State Mont Alto’s Framework to Foster Diversity
March 25, 2011
Overview

Process
- Policy and Planning Committee
- Subcommittees
- Town Hall Meetings

Campus 2008-2013 Strategic Plan
- Statement of Shared Values
- Student Learning Outcomes
- Goals

Framework to Foster Diversity
- Challenges
- Goals, Action Items, Outcomes

Student Satisfaction Survey
Penn State Mont Alto
2008-2013 Strategic Plan
Statement of Shared Values

Penn State Mont Alto is committed to being a campus community where the following values are shared:

* Mutual respect, integrity, and trust in working relationships and dealings with students and each other

* An appreciation for and promotion of diversity

* A sense of community that includes Mont Alto alumni
At Penn State Mont Alto, we consider our students successful if they develop the following attributes:

- The ability to use the high-quality, liberal, and professional education received at Penn State Mont Alto in order to function in an increasingly interdependent world.

- The ability to benefit from and use the campus experience in order to act as responsible citizens who lead rich, ethical, and self-examined lives.

- The ability to acquire and use the general and specific skills and competencies offered within curricular and co-curricular programs, including critical thinking; creative problem-solving using quantitative and qualitative analysis; effective oral, written, and visual communication; productive teamwork; effective use of information and technology; an appreciation of diversity; respect for the environment; and a capacity for life-long learning.
Objective: Increase the student retention rate with targeted and effective programs (DAA, DSA, SSC)

Metrics

* Increase the year-to-year retention rate for adult students to 76%
* Increase the year-to-year retention rate for commuter students to 76%
* Increase the year-to-year retention rate for African American students to 76%
* Increase the year-to-year retention rate for Hispanic students to 76%

Goal 2: Strengthen Mont Alto’s role as a leader in focusing on students and fostering their success.
Goal 3: Nurture a campus community that embraces diversity, collegiality and collaboration, and promotes cross-cultural understanding

Objectives:

* Promote a campus climate that welcomes all people including, but not limited to race, ethnicity, religion, gender, national origin, LGBT, disability, socio/economic background, and age

* Enhance efforts to enroll and retain a diverse population of students

* Devise and implement strategies to enhance recruitment and retention of faculty and staff from underrepresented populations
Goal 3: Nurture a campus community that embraces diversity, collegiality and collaboration, and promotes cross-cultural understanding

Objectives:

* Create and support professional development and mentoring programs to build awareness of commonalities and respect for differences

* Assess the success of the campus’ diversity efforts by measuring their impact on students, faculty, and staff
Goal 3: Nurture a campus community that embraces diversity, collegiality and collaboration, and promotes cross-cultural understanding

Strategies/Tactics:

* Establish and maintain a year-round diversity team, vested with authority, financial support, and operational guidelines for programming

* Implement the strategies outlined in the Framework to Foster Diversity

* Ensure that appropriate avenues for reporting discrimination or harassment complaints are widely known

* Continue to offer US and International Cultures (USI) courses
Goal 3: Nurture a campus community that embraces diversity, collegiality and collaboration, and promotes cross-cultural understanding

Metrics:

* Number of recommendations from the Campus Diversity Team that have been implemented
* Number and percent of students, faculty and staff from underrepresented groups
* Number of curricular and co-curricular programs that promote diversity on an annual basis
* Number of student organizations devoted to promoting diversity on an annual basis
Goal: Continue to promote an atmosphere where differing strengths can be recognized and valued.

Action Item: Maintain the Campus Climate Committee, vested with authority, financial support, and operational guidelines for programming.

Outcome: At least 70 percent of the respondents to the 2012 Faculty/Staff Satisfaction Survey will respond that their department provides visible leadership to foster diversity.
Goal: Continue to promote an atmosphere where differing strengths can be recognized and valued.

Action Item: Investigate all formal complaints that potentially affect the perception of any group that the campus climate is not welcoming.

Outcome: There will be 100% follow through with all such complaints.
Goal: Maintain high visibility of diversity resources

Action Item: Implement additional means of marketing and promoting diversity.

Outcome: There will be a 15% increase over the baseline established in spring 2010, of students and employees who indicate they are aware of diversity resources on campus.
Challenge 3: Recruiting and Retaining a Diverse Student Body

* **Goal:** Recruit students from underrepresented / underserved populations to Penn State Mont Alto.

* **Action:** Expand recruitment initiatives both in and outside of the Mont Alto service area; target underrepresented / underserved populations in specific high schools and geographic regions.

* **Outcome:** Increased number of students from underrepresented/underserved populations identified by high schools and geographic regions.
Challenge 3: Recruiting and Retaining a Diverse Student Body

**Goal:** Identify and address intergroup disparities between underrepresented / underserved student populations and the general student body in areas such as retention rates, graduation rates, and other indicators.

**Action Item:** The Student Success Committee will monitor the six-year graduation rates and retention rates from semester 2 to semester 3 for various cohorts every two years and survey leavers to determine why they left.

**Outcome:** The six-year graduation rate for students from underrepresented groups will be 54% and the retention rate from semester 2 to semester 3 will be 76% for all cohorts.
Challenge 4: Recruiting and Retaining a Diverse Workforce

* **Goal:** Create a collegial environment in which faculty, staff, and tech service employees feel supported and appreciated.

* **Action Item:** Provide professional development training for all staff and faculty emphasizing collaboration, teamwork and diversity.

* **Outcome:** At least 65 percent of faculty, staff, and tech service employees will agree or strongly agree that Mont Alto is supportive of them and promotes their professional development.
Goal: To enhance students' knowledge of international cultures.

Action Item: Establish collaborations among faculty teaching international cultures to embed assessments in the evaluative instruments in their courses that test for knowledge and understanding of international cultures.

Outcome: Data Warehouse reports will show that at least 80% of students enrolled in international cultures courses passed with a grade of C or better.

At least 80% of students who participate in group class projects in international cultures courses will agree or strongly agree that the class enhanced their ability to work on diverse teams.
Student Satisfaction Survey
Related Questions
Introduction

- Survey conducted in Spring 2010 semester
- Response Rate PSUMA=17.8% (N=176)
  - Lower response rate than in 2007 by 65—the University experienced an overall lower participation rate
  - All PSUMA students were asked to complete the survey
  - Incentives were provided, i.e. Nintendo Wii, Hewlett Packard printer, etc.
  - Potential cause: New method of communication may have confused students
Introduction

Additional questions were asked with regard to satisfaction, demographic, utilization of services, and campus requested information

Such as:

How satisfied have you been at Penn State with:

* The extent to which faculty included diversity/multicultural perspectives in their class presentations, assignments, or discussions
Quality of Instruction and Facilities
Campus Specific Questions
Penn State Mont Alto welcomes students from underrepresented groups and diverse backgrounds.

Penn State Mont Alto equipped me to succeed in a diverse world.
Campus Services and Resources

* N=6-based upon number of respondents that utilized the service at least once.
** N=23-based upon number of respondents that utilized the service at least once.
*** N=4-based upon number of respondents that utilized the service at least once.
Institution Specific Questions

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<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
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<tbody>
<tr>
<td>Do you know how to report acts of intolerance and discrimination at Penn State Mont Alto?</td>
<td>113</td>
<td>60</td>
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<td>Do you know that Penn State has a Lesbian, Gay, Bisexual, Transgender (LGBT) Support Network?</td>
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<td>84</td>
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<td>Do you know about Penn State’s Zero Tolerance for Hate Network?</td>
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<td>65</td>
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Questions?