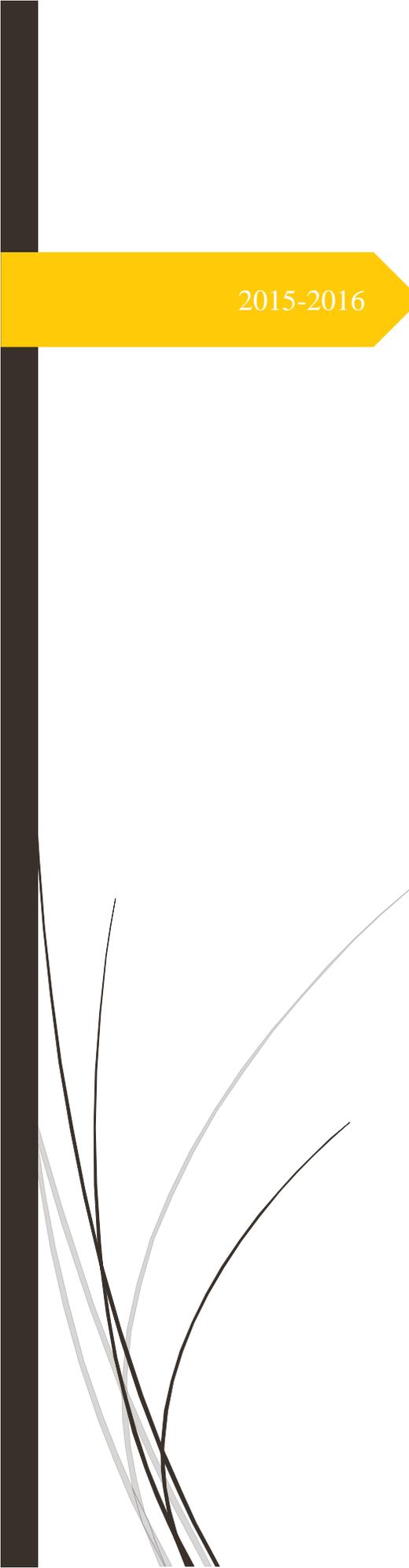




2015-2016

Student Affairs Diversity Report



JULY 2016

Table of Contents

Introduction	2
Ongoing Projected Major Diversity Initiatives	3
Birkam Health Center (BHC).....	6
Center for Leadership, Activities and Career Services (CLACS)	9
Enrollment Services (Admissions, Financial Aid, IRT, and Registrar’s Office).....	12
Office of Multicultural Student Services (OMSS).....	18
Office of Student Conduct	21
University Center	23
University Recreation	25

Division of Student Affairs Mission:

We facilitate opportunities for students to access higher education and participate in student-centered learning through diverse experiences that support student engagement, retention, and graduation.

Division of Student Affairs Strategic Diversity and Inclusion Targets:

- To identify and highlight resources that support diversity and inclusion.
- To establish goals for diversity that support enrollment, retention, and support services.
- To be even more intentional about diversity in our programming and divisional activities.
- To assist the campus community in celebrating the pursuits of learning in a multicultural and inclusive environment.

The Division of Student Affairs has established the following Learning Outcomes for Ferris State University Students relevant to the Diversity and Inclusion Targets:

- To appreciate and increase an understanding of individual differences and similarities within our global society.
- To enhance their degree of engagement and sense of belonging.
- Demonstrate personal responsibility and accountability.
- Explore and demonstrate how making healthy lifestyle choices affects their success.

The Division of Student Affairs continues to progress toward our goal of strengthening our commitment to diversity. The initiatives and activities highlighted in this report is a testament of how the Division's efforts has positively influenced diversity at Ferris State University. The successes and challenges shared in this report not only align with the University's Diversity and Inclusion Plan, they also align to the strategic plan and learning outcomes aspired by the Division of Student Affairs.

2016-2017 Major Diversity Initiative:

The Division of Student Affairs will work to intentionally support transitioning, transgender, and gender-fluid students at Ferris State University.

Ongoing Projected Major Diversity Initiatives

AUGUST

- **Transitions to Success: Multicultural Freshman Orientation** - organized, implemented, and sponsored by the Office of Multicultural Student Services (OMSS).

SEPTEMBER

- **Get Acquainted Day** - organized, implemented, and sponsored by OMSS.
- **Leadership Conference** - organized, implemented, and sponsored by the Center for Leadership, Activities and Career Services (CLACS).
- **Latin@ Heritage Celebration Events** - organized, implemented, and sponsored by OMSS.
- **Hazing Prevention Week** - organized, implemented, and sponsored by PanHellenic Council, Sigma Pi Fraternity, and CLACS.
- **Cultural Connections Open House**- organized, implemented, and sponsored by OMSS, the Office of International Education, and the Center for Latin@ Studies.

OCTOBER

- **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.
- **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.

APRIL

- **Asian Pacific Islander American Heritage Celebration** – organized, implemented, and sponsored by OMSS.
- **Take Back the Night** – organized, implemented, and sponsored by Social Work, the Office of the Dean of Student Life, the Diversity and Inclusion office, OMSS, the Student Conduct office, and various off-campus partners.
- **Leadership Conference** – organized, implemented, and sponsored by the Center for Leadership, Activities and Career Services (CLACS).
- **International Festival of Cultures** – organized, implemented, and sponsored by OMSS, the University Center, and the Office of International Education.
- **DSAGA Drag Queen Show** – organized, implemented, and sponsored by DSAGA and the University Center.
- **OMSS Picnic** (end of year picnic held at North Quad) – organized, implemented, and sponsored by OMSS, and is open to all faculty, staff, students, community, and alumni.
- **Torch Bearer and Rising Star Awards** – organized, implemented, and sponsored by CLACS and various student leaders. The program recognizes the accomplishments of a diverse community of leaders and RSOs.
- **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 Program – activities organized, implemented, and sponsored by OMSS.
- **Cultural Awareness Celebrations** – organized, implemented, and sponsored by OMSS.
- **The President's Military Veterans' 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.

- **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.
- **Black Male Network** - activities organized, implemented, and sponsored by OMSS.

Successes and Challenges with Solutions In Support of the Diversity and Inclusion Plan

1. Create a University that is respectful of differences and civil toward people who are different.

Successes:

- The Personal Counseling Center (PCC) staff did a presentation at the request of the Center for Latin@ Studies called “Stress Management with Cultural Considerations.” This was a psychoeducational program for first-generational Latino students. The focus was to help students understand the significance of cultural influence on their learning and academic stress.

Challenges with Solutions:

- None to Report.

2. Build and maintain an infrastructure that supports diversity and promotes inclusion.

Successes:

- The Birkam Health Center (BHC) staff are required to obtain Continuing Professional Education credits, some of which focus highly on diversity related topics. Some topics that they have used are through the lgbthealtheducation.org and thinkculturalhealth.hhs.gov websites.
- The software that is used within the clinic, called Medicat, is working with Ferris IT staff to build in enhancements that are specific to gender identity. These enhancements include the ability for the patient to identify applicable pronouns.
- The BHC and PCC provides translation services via an interpreter line using three-way telephone conferencing for student patients who wish to use their first language, if not English, when receiving health care.
- The checkout area of the Birkam Health Center is undergoing renovations including an ADA compliant check-out counter which will increase the accessibility for a wheelchair bound patient.

Challenges with Solutions:

- None to report.

3. Recruit, retain, and graduate a diverse student population.

Successes:

- The Birkam Health Center and Personal Counseling Center participated in Wellness Wednesdays with the Center for Leadership, Activities and Career Services. The goal was to address various health-related topics to a wide array of students from stress management to sexual health and wellness using a holistic perspective.

- A PCC counselor is the faculty advisor for Active Minds. Active Minds is a RSO designed to promote awareness of mental health issues with the objective of reducing stigma.
- PCC staff serve as Ferris Youth Initiative Mentors as well as serve on the advisory board.

Challenges with Solutions:

- We would like to form a Student Advisory Board that can represent the health center and counseling center. Forming this group has been a challenge, and getting a diverse group of students involved has been even more challenging.
- Addressing and educating diverse student groups about medical and mental health care disparities continues to be a challenge as many students with these potential barriers do not utilize the BHC or PCC for services.

4. Recruit, employ, and retain a diverse workforce.

Successes:

- BHC conducted the Director of Health Services search utilizing EEO guidelines. Of the 24 candidates, 15 disclosed as female, and a female candidate accepted the position.
- We recently hired a new Medical Doctor that is male and Nurse Practitioner that is female.
- The Birkam Health Center employed ten student employees, nine of which were female and one male. Seven identified as white, and three as Hispanic/African American.

Challenges with Solutions:

- Most of the student employees that apply at BHC are female. We are challenged with recruiting and employing male employees based on the nature of the job.

5. Improve inclusivity by incorporating diversity and inclusion in significant ways in teaching, learning, and research.

Successes:

- One Personal Counseling Center and three Birkam Health employees attended the ACHA conference in the Spring of 2016. ACHA focuses on diversity related topics, specifically related to the LGBT populations.
- PCC staff attended various trainings and conferences to further their professional knowledge and skills for treating a growingly diverse student body.
- A member of the PCC staff went abroad to immerse himself in the Spanish culture for the purpose of learning Spanish to better serve our growing Hispanic student population.

- PCC staff members have been involved in the “Sexual Health and Wellness for College and Beyond” program that is required for all freshman students sponsored by FSUS. This program addresses healthy sexuality, consent, and bystander intervention.

Challenges with Solutions:

- None to report.

6. Build upon existing partnerships and create new partnerships that enhance the University’s commitment to and work with diverse populations.

Successes:

- The BHC staff attends and participates in several events on campus focused on diversity and the inclusion of students. Some examples are: Office of Multicultural Student Services’ Get Acquainted Day, Founder’s Day, Orientation, Bulldog Beginnings, and the Health Fair.
- The PCC staff attended and actively participated in various campus programs addressing diversity including the “Talk Back” series offered through the Faculty Center for Teaching & Learning (FCTL); the Beyond: Globalization Interactive Exhibit, sponsored by the International Office of Education; Transitions to success with OMSS; and Women in Leadership, sponsored by the FCTL.
- The Personal Counseling Center staff participated in various outreach efforts including the Summit on Veteran Student Issues, Disability Awareness Month activities, Founder’s Day, and Bulldog Beginnings
- PCC staff served on various campus committees including the Students with Disabilities Committee and the Student Life Committee. PCC staff also serve on the Community Task Force to address underage drinking and sexual assault.

Challenges with Solutions:

- None to report.

7. Additional Diversity Successes and Challenges with Solutions Outside of the Diversity and Inclusion Plan.

Successes:

- None to report

Challenges with Solutions:

- None to report

Successes and Challenges with Solutions in Support of the Diversity & Inclusion Plan

1. Create a University that is respectful of differences and civil toward people who are different.

Successes:

- Our office developed educational sanctions for student organizations around developing empathy, having respectful disagreements, and civility.
- Greek Life implemented a new member education program that includes personal value, organization values, and discussions on these interactions with each other.
- We mediated for two student organizations who were feuding over recruitment. Mediation is a service available to all student organizations.
- We conducted a Greek Life survey that helped us understand the culture of our Greek organizations and their needs.
- CLACS Lobby Events – Created fun and interactive events in the lobby for students to join in. Created a welcoming atmosphere for all students to come and relax. If a student did not know how to participate in the event, we made sure that they were given guidance.
- Our office facilitated a discussion between the Veterans office and Educational Counseling & Disabilities Services (ECDS) to provide an expo for veterans and their families in the community. Discussions were facilitated around the event titled, “Until Tuesday.”

Challenges with Solutions:

- There is not any training for student organizations on the topic of civility. CLACS can provide diversity and anti-bias training annually for Registered Student Organizations.
- We currently have only one multi-cultural social Greek organization that is a part of Panhellenic Council. We would like to increase the amount of multi-cultural Greek organizations and create a multicultural council.

2. Build and maintain an infrastructure that supports diversity and promotes inclusion.

Successes:

- In June 2016, the CLACS website became fully accessible in the new content management system.
- The CLACS director is a Student Affairs champion for creating a LGBTQ resource center.
- The CLACS lobby is inclusive. Students feel welcome and partake in prayer in a variety of forms.
- Michele Albright continues to represent the CLACS team, serving on the Student Affairs Diversity committee.

- CLACS continues to require ADA and non-discrimination statements on all posters/flyers posted through our office.
- CLACS continues to require all Student Organizations to have a non-discrimination clause in their constitution, unless by law, an exception has been granted.

Challenges with Solutions:

- Finding a space for the LGTBQ resource center has been a challenge. The CLACS Director, with help from the Vice President of Student Affairs, will look into available space in the University Center.

3. Recruit, retain, and graduate a diverse student population.

Successes:

- All CLACS staff attend at least one yearly professional conference of their choice. Each conference provides diversity and inclusion training that is attended by staff.
- Each CLACS staff member is required to attend Equal Opportunity training each year.

Challenges with Solutions:

- Our website and materials are not produced in any other language. Money and staff resources are minimal for this. We could look into free online translation opportunities.

4. Recruit, employ, and retain a diverse workforce.

Successes:

- Angela Roman is serving on a Student Affairs committee to create a Student Affairs recruitment process.
- Michele Albright works with faculty and staff who request help with their professional development and/or application for promotion.

Challenges with Solutions:

- None to report.

5. Improve inclusivity by incorporating diversity and inclusion in significant ways in teaching, learning, and research.

Successes:

- CLACS implemented a year-long leadership development program that focused on personal leadership competencies. This included understanding the differences in others, how to enable others to act, and how to lead from the heart.
- The Bulldog Value “respectful” was educationally incorporated into Bulldog Beginnings events, such as “What it means to be a Bulldog” at Bulldog Welcome, “Values of our Founders” at Founder’s Day, OMSS’ “Get Acquainted Day” and “Cultural Connections”.

- We held our first annual CLACS Alternative Spring Break where we connected career exploration with service in the State of Michigan. Seventeen students attended this five-day experience.

Challenges with Solutions:

- None to report.

6. Build upon existing partnerships and create new partnerships that enhance the University's commitment to and work with diverse populations.

Successes:

- We employed an AmeriCorps Vista volunteer for the 2015-2016 academic year.
- We continued Wellness Wednesday with a variety of student organizations, community members, and departments at Ferris. Each group presented a wellness topic at an information table in the University Center.
- We established relationship with Sigma Lambda Beta, a Hispanic Fraternity, to be chartered on campus.

Challenges with Solutions:

- We have limited staffing to provide services to other University satellite campuses. Potential solution is to improve the CLACS technology to virtually meet with students.

7. Additional Diversity Successes and Challenges with Solutions Outside of the Diversity and Inclusion Plan.

Successes:

- None to report

Challenges with Solutions:

- None to report

Enrollment Services (Admissions, Financial Aid, IR&T, and Registrar's Office)

Successes and Challenges with Solutions in Support of the Diversity & Inclusion Plan

1. Create a University that is respectful of differences and civil toward people who are different.

Successes:

- Currently, the University does not have a policy or protocol for handling a student's preferred name. Over the last year the Registrar's Office has continued to research and support the use of preferred name for our students and its adaptation University-wide. This investigation includes researching options within Banner for a solution, exploring best practices at other schools that have already created policy, either partial or full implementations, meeting with fully implemented schools to discuss options to customize our student information system to accommodate preferred name, meeting with General Counsel and the University Title IX coordinator regarding a Dear Colleague letter that applies, and participating on a technical-related committee regarding possible implementation. While the University has a long road ahead to be able to accommodate preferred names, this past year we have been successful at starting conversations, researching technical solutions, and laying the groundwork for hopeful successful implementation over the next year.
- The Enrollment Services Unit invited Assistant Director for OMSS, Michael Wade, to present a workshop session to all of our staff on best practices in providing high quality service to our increasingly diverse student population. Over seventy (70) people from our professional and student staff attended this informative session.
- The Enrollment Services Unit participated in a staff training "Managing the ARC of Diversity in the Workplace."

Challenges with Solutions:

- Reliance on our student information system provider - Ellucian - to provide the necessary technological underpinnings to support equity and inclusion best practices.

2. Build and maintain an infrastructure that supports diversity and promotes inclusion.

Successes:

- Chase Watts, Senior Recruiter, organized and hosted a series of "First Generation Student Coffees" at our sixteen Orientation sessions in both 2015 and 2016. Students and their families were invited to this informal coffee hour prior to the start of Orientation each day to meet with other first generation students as well as Ferris faculty and staff. These sessions enabled students to forge important connections to increase their engagement with the University.
- In previous years, funding for transportation was a large barrier for schools with diverse

student bodies in being able to visit our Big Rapids Campus for a visit experience. To ameliorate the situation, the Office of Admissions set aside a total of \$10,000 as part of a plan to offer transportation to select groups on a limited basis. We utilized these funds to provide bus transportation for East English Village Preparatory Academy and Detroit MLK High School for +100 student visitors and their chaperones.

Challenges with Solutions:

- Financial aid continues to struggle with having the financial resources necessary to make school affordable for low and middle income families. Many of our competitors are in the enviable financial position to provide full or nearly full tuition and housing awards to increase the diversity of their student populations.

3. Recruit, retain, and graduate a diverse student population.

Successes:

- Jeff Stewart, Recruiter, coordinated the process of securing college lead names from ACT focusing on underserved students in the United States. We received contact information from 325,000+ juniors and seniors. With generous support from the President’s Office, we created a postcard mailing and mailed to those we had mailing addresses for, which urged them to consider Ferris State for their post-secondary education career. Those with no terrestrial mailing address, received a similarly-phrased email inviting them to apply. In the fall of 2015, five students from this mailing enrolled at Ferris.
- The Office of Institutional Research & Testing reports that from Fall 2014 to Fall 2015 total enrollment of Ferris minority students rose by 255 students to a total of 2,999. Ferris experienced headcount increases in the following categories: African-American +27, Hispanic +140, International +97, Two or More Races +10, and Native Hawaiian/Pacific Islander +3. Please see the three-year overview below to gauge the University’s progress in this area.

	<i>Minority</i>	<i>Unreported</i>	<i>International</i>	<i>Minority W-O International</i>
<i>Fall 2013</i>	2,630	591	404	2,226
<i>Fall 2014</i>	2,744	475	439	2,305
<i>Fall 2015</i>	2,999	427	536	2,463

- Diverse enrollment is evident in all of the University’s locations. These data are an overview of student count and percentage by race by location. Please see the three-year overview below.

	Fall 2013		Fall 2014		Fall 2015	
<u>Big Rapids</u>	# Students	%	# Students	%	# Students	%
Native American	48	0.5%	37	0.4%	40	0.4%
Asian	149	1.5%	118	1.2%	117	1.1%
African American	684	6.7%	663	6.7%	715	7.0%
International	360	3.5%	382	3.8%	416	4.1%
Hispanic	299	2.9%	320	3.2%	469	4.6%
Native Hawaiian	3	0.0%	2	0.0%	5	0.0%
Two Races >	287	2.8%	283	2.8%	304	3.0%
Unknown	376	3.7%	346	3.5%	336	3.3%
White	<u>7,950</u>	78.3%	<u>7,805</u>	78.4%	<u>7,811</u>	76.5%
Total	10,156		9,956		10,213	
<u>Kendall</u>	# Students	%	# Students	%	# Students	%
Native American	7	0.5%	7	0.5%	6	0.5%
Asian	34	2.3%	41	2.8%	31	2.3%
African American	34	2.3%	38	2.6%	40	3.0%
International	39	2.7%	46	3.2%	91	6.8%
Hispanic	82	5.6%	81	5.6%	58	4.4%
Native Hawaiian	2	0.1%	1	0.1%	1	0.1%
Two Races >	41	2.8%	57	4.0%	55	4.1%
Unknown	111	7.6%	59	4.1%	33	2.5%
White	<u>1,112</u>	76.1%	<u>1,109</u>	77.1%	<u>1,016</u>	76.3%
Total	1,462		1,439		1,331	
<u>Statewide</u>	# Students	%	# Students	%	# Students	%
Native American	16	0.7%	19	0.9%	15	0.7%
Asian	31	1.4%	38	1.7%	30	1.4%
African American	244	11.1%	272	12.2%	248	11.4%
International	3	0.1%	6	0.3%	155	7.1%
Hispanic	109	5.0%	133	6.0%	7	0.3%
Native Hawaiian	2	0.1%	1	0.0%	2	0.1%
Two Races >	54	2.5%	81	3.6%	70	3.2%
Unknown	74	3.4%	49	2.2%	41	1.9%
White	<u>1,660</u>	75.7%	<u>1,623</u>	73.0%	<u>1,615</u>	74.0%
Total	2,193		2,222		2,183	
<u>On-Line</u>	# Students	%	# Students	%	# Students	%
Native American	12	1.3%	15	1.5%	15	1.5%
Asian	10	1.1%	10	1.0%	9	0.9%
African American	43	4.8%	42	4.3%	39	3.9%
International	2	0.2%	5	0.5%	34	3.4%
Hispanic	17	1.9%	22	2.2%	2	0.2%
Native Hawaiian	1	0.1%	3	0.3%	2	0.2%
Two Races >	17	1.9%	21	2.1%	23	2.3%
Unknown	30	3.3%	21	2.1%	17	1.7%
White	<u>764</u>	85.3%	<u>844</u>	85.9%	<u>847</u>	85.7%
Total	896		983		988	
TOTAL	14,707		14,600		14,715	

- Krissy Workman, Financial Aid Advisor, serves on the Ferris Youth Initiative Advisory Board. In addition, she is a mentor to a Ferris Youth Initiative (FYI) student.
- Melanie Mulder, Financial Aid Advisor, serves as the lead presenter for our Hispanic/Latino group visits, as well as meeting with families routinely who are referred by our Admissions recruiters. She is working with Omar Gonzales, Admissions Recruiter, to train him more fully in financial aid to more effectively assist serving this important and growing community at Ferris.

Challenges with Solutions:

- For all of the departments in Enrollment Services, providing quality service to our increasingly diverse student prospect pool is certainly a growing challenge. As we continue to add new and refine existing efforts to attract a diverse student applicant pool, the realities of people and purchasing power are troublesome, as they are for all of us in the Ferris community.

4. Recruit, employ, and retain a diverse workforce.

Successes:

- The Orientation Leader program has continued to support diversity on campus. This academic year, our minority rate is 26%. In addition to racial minorities, we saw diversity which included the hiring of a transgender student, as well as a Spanish-speaking orientation leader. We continue to provide diversity and acceptance training to our student leaders, and focus on embracing the facets that make us all unique individuals in our campus community. This includes but is not limited to racial, religious, sexual orientation, gender, and cultural diversity.
- Our Student Admissions Representatives (STARS) program embraces diversity on campus.
 - We have two students on staff able to speak Spanish with incoming Spanish populations. In addition, our group of student staff reflects the diversity of our prospective students and their families.
 - This year, about one quarter of our STARS are from minority populations.
 - Our current STAR staff has representation from every college on our main campus, including the two graduate programs of Pharmacy and Optometry, allowing us to recruit more effectively a diverse group of students for the entire campus.
 - Four of our STARS were in the founding class of Ferris' chapter of Sigma Lambda Gamma, the nation's first Latina-based sorority. This was also Ferris' first female multicultural Greek organization on campus.

Challenges with Solutions:

- Last year we discussed hiring Spanish-speaking orientation leaders to aid in translation services. While we were able to hire a Spanish-speaking orientation leader this year, the

student dropped from the program early in training for a better job opportunity. This remains a challenge we will continue to seek out in the upcoming year. This year, our Spanish-speaking recruiter was able to help guests (primarily parents) who only spoke Spanish during orientation.

- Attracting and maintaining a diverse workforce remains a significant challenge. It is critical for the Enrollment Services area to have a workforce that is reflective of the students we wish to enroll to continue to be able to recruit successfully. We have an opportunity to strengthen our staff diversity with several recruiter positions open for Fall 2016.

5. Improve inclusivity by incorporating diversity and inclusion in significant ways in teaching, learning, and research.

Successes:

- None to report.

Challenges with Solutions:

- None to report.

6. Build upon existing partnerships and create new partnerships that enhance the University's commitment to and work with diverse populations.

Successes:

- The Office of Admissions partnered with the Office of Multicultural Student Services and their staff to present at 15 group visits for +400 students. We also partnered with the Jim Crow Museum for six group visits that combined a traditional admissions presentation and tour with a visit to the Museum.
- The Office of Admissions hosted a first-ever visit from the Saginaw Chippewa Indian Tribe. Along with the group, a reporter from their Tribal Newspaper accompanied the students. Photos from the visit and a news story appeared in the next edition.
- Two representatives from the Office of Financial Aid, Candace Henry Schroder and Krissy Workman, presented in collaboration with Danyelle Gregory, to students in the GEAR-UP program. Two financial aid nights were facilitated by Danyelle, where Candace and Krissy presented on completing the FAFSA, the criteria for the MI GEAR-Up scholarship, and the Tuition Incentive Program (TIP).

Challenges with Solutions:

- With a multitude of new opportunities to develop partnerships and work to expand the services offered to students, these activities create a seemingly ever-increasing amount of work for the same number of staff. Innovation is a key component to keeping the University's services fresh and relevant. A spent staff has limited energy and time to facilitate the novel.

7. Additional Diversity Successes and Challenges with Solutions Outside of the Diversity and Inclusion Plan.

Successes:

- None to report

Challenges with Solutions:

- None to report

Successes and Challenges with Solutions, in Support of the Diversity and Inclusion Plan

1. Create a University that is respectful of differences and civil toward people who are different.

Successes:

- We trained OMSS student staff on the importance of creating an inclusive and welcoming environment for visitors of the OMSS office.
- We facilitated discussions with Ferris students who are in the TOWERS program, on how to resolve conflict with peers and others.
- Our office facilitated discussions with Ferris students who are in the TOWERS program, on the benefit of stepping outside their comfort zone by attending cultural awareness events.
- We developed educational sanctions around developing empathy, having respectful disagreements, and civility.

Challenge with Solutions:

- Creating a variety of opportunities for students of diverse backgrounds to participate in a way they can engage with one another and learn about similarities and differences. The most successful solution we have implemented during the 2015-2016 year, has been maintaining our cultural awareness events which are in collaboration with other departments and student organizations.

2. Build and maintain an infrastructure that supports diversity and promotes inclusion.

Successes:

- We creatively plan a host of cultural awareness celebrations throughout the academic school year and often times in collaboration with other departments and/or Registered Student Organization's (RSO's).

Challenge with Solutions:

- Having adequate funding to sponsor quality speakers (i.e. leaders in their fields, intellectuals, etc.) for our campus community is a challenge.

3. Recruit, retain, and graduate a diverse student population.

Successes:

- We had a 70% retention rate for Ferris students who were active in the TOWERS program from Fall 2015 to Spring 2016 semester. 100% of Ferris students who were retained, earned active membership recognition.
- OMSS GEARUP hosted its first, "Reality Remixed" Youth Empowerment Summit, to prepare over 70 high school students for life as a college student.

Challenges with Solutions:

- Retaining students by creating awareness of issues that are impacting their student success, and providing early intervention for them is a challenge. As a solution, OMSS meets one-on-one with students to provide individualized mentorship and referrals.
- We are challenged with getting more high school students in the GEAR UP program to attend scheduled events/programs. As a solution, GEARUP staff in the Office of Multicultural Student Services, visit high school students frequently to promote opportunities such as “Reality Remixed,” and develop an overall excitement for the college-attending culture.

4. Recruit, employ, and retain a diverse workforce.

Successes:

- OMSS staff (Assistant Director) served on the search committee, in line with EEO guidelines, for the Dean of Student Life position.
- OMSS staff (Director) served on the search committee, in line with EEO guidelines, for the Director of the Center for Latin@ Studies position.
- OMSS staff (Director) served on the search committee, in line with EEO guidelines, for the Associate Vice President for Human Resources position.
- OMSS staff (Director) served on the search committee, in line with EEO guidelines, for the Director of the Birkam Health Center position.
- OMSS staff (Director) served on search committee, in line with EEO guidelines, for the PA/Nurse Practitioner at Birkam Health Center position.

Challenges with Solutions:

- A challenge that the OMSS staff has witnessed from serving on search committees, is obtaining a diverse pool of qualified candidates for our vacant positions. Additionally, a challenge noticed is the lack of recognition by Ferris search committee members of the talent and capabilities of applicants from diverse backgrounds. A solution is to promote opportunities to groups such as the Ferris Black Alumni Association and NASPA. Also a solution is for our department’s staff to continue to serve on Ferris search committees and advocate for qualified diverse candidates.

5. Improve inclusivity by incorporating diversity and inclusion in significant ways in teaching, learning, and research.

Successes:

- We actively promote inclusive student involvement opportunities within the OMSS, such as employing students and volunteering them to the campus community when needed. Examples of events where our students volunteer their time include Orientation, Founder’s Day, and weekly OMSS promotion tables located in the University Center and FLITE.

- We regularly sent out university-wide notices, MyFSU emails, announcements, and flyers about OMSS cultural awareness events and initiatives that are free and open to the public.

Challenge with Solutions:

- Campus engagement is a challenge for students, faculty and staff. A solution is to incentivize students, faculty and staff participation. In order to implement this solution, both human and financial resources are needed.

6. Build upon existing partnerships and create new partnerships that enhance the University's commitment to and work with diverse populations.

Successes:

- Created the OMSS Faculty & Staff Advisory group and the OMSS Multicultural Student Advisory Council to cultivate existing partnerships and to establish new partnerships.
- OMSS coordinated the Diversity Partnerships Committee with staff from the Diversity and Inclusion office, the Office of International Education, and the Center for Latin@ Studies to strengthen existing partnerships and seek out ways to support one another's initiatives.

Challenges with Solutions:

- Challenges include scheduling and creating buy-in. As a solution, OMSS staff have surveyed participants, seeking insight from students, faculty, and staff so that value-added partnerships can be created.

7. Additional Diversity Success and Challenges with Solutions Outside of the Diversity and Inclusion Plan.

Successes:

- None to report

Challenges with Solutions:

- None to report

Successes and Challenges with Solutions, in Support of the Diversity and Inclusion Plan

1. Create a University that is respectful of differences and civil toward people who are different.

Successes:

- The Office of Student Conduct developed educational sanctions around developing empathy, having respectful disagreements, and civility.

Challenges with Solutions:

- Finding ways to teach students to engage in healthy conflict resolution is a challenge. We are currently exploring the development of an in-person conflict resolution process as an educational sanction in the conduct process.

2. Build and maintain an infrastructure that supports diversity and promotes inclusion.

Successes:

- None to report

Challenges with Solutions:

- None to report

3. Recruit, retain, and graduate a diverse student population.

Successes:

- None to report

Challenges with Solutions:

- None to report

4. Recruit, employ, and retain a diverse workforce.

Successes:

- Conducted the Assistant Director of Student Conduct search, in line with EEO guidelines, with a female candidate accepting the position.

Challenges with Solutions:

- None to report

5. Improve inclusivity by incorporating diversity and inclusion in significant ways in teaching, learning, and research.

Successes:

- None to report

Challenges with Solutions:

- None to report

6. Build upon existing partnerships and create new partnerships that enhance the University's commitment to and work with diverse populations.

Successes:

- We continue to build partnerships with foster youth agencies and departments within the State of Michigan government in support of the Ferris Youth Initiative.
- We have begun building relationships with local community agencies to support students who identify as homeless and food insecure.

Challenges with Solutions:

- None to report

7. Additional Diversity Successes and Challenges with Solutions Outside of the Diversity and Inclusion Plan.

Successes:

- Funded the development of the "Feel Welcome, Be Safe" campaign that was distributed to students at New Student Orientation, and placed in each residence hall room.
- In partnership with the Design Project Center, we developed and funded a comprehensive educational campaign for StepUp!, a bystander intervention program.
- The office's budget funded 8 full-page ads in the Torch around sexual violence prevention, sexual violence survivor support, and bystander intervention.

Challenges with Solutions:

- Continued professional development with University staff for conduct case management around cultural competencies for student conduct is a challenge.

Successes and Challenges with Solutions In Support of the Diversity and Inclusion Plan.

1. Create a University that is respectful of differences and civil toward people who are different.

Successes:

- We worked with several diverse organizations in their event preparation and activities to help insure successful events.

Challenges with Solutions:

- Being able to help others find the appropriate space to hold their programs based on their event's size is a challenge. We have communicated to different groups the importance to schedule space early.

2. Build and maintain an infrastructure that supports diversity and promotes inclusion.

Successes:

- None to report.

Challenges with Solutions:

- None to report.

3. Recruit, retain, and graduate a diverse student population.

Successes:

- Orientation was held in the University Center. Campus tours for guests and prospective students were brought through the center.

Challenges with Solutions:

- None to report.

4. Recruit, employ, and retain a diverse workforce.

Successes:

- The University Center student employee workforce is 61% female and 14% ethnic minority.
- In our student staff training program we talk about being an inclusive facility and supporting all educational programs.

Challenges:

- None to report.

5. Improve inclusivity by incorporating diversity and inclusion in significant ways in teaching, learning, and research.

Successes:

- None to report.

Challenges with Solutions.

- None to report.

6. Build upon existing partnerships and create new partnerships that enhance the University's commitment to and work with diverse populations.

Successes:

- We continue to work with Registered Student Organizations, faculty, staff, and visitors to ensure their educational activities are successful.

Challenges with solutions:

- Working with the organizations in reserving space to meet their programming needs can be challenging.

7. Additional Diversity Successes and Challenges with Solutions Outside of the Diversity and Inclusion Plan.

Successes:

- The University Center advocated for restrooms in the facility to be signed as non-gender specific.
- We worked with the Art Gallery to find space for the Kendal MFA Graduate Awards Gallery.

Challenges:

- The University Center had several requests during the December holiday season to play Christmas music through the public space speaker system. We communicated with the requestors about being an inclusive, and not exclusive facility.

Successes and Challenges with Solutions In Support of the Diversity and Inclusion Plan

1. Create a University that is respectful of differences and civil toward people who are different.

Successes:

- The Student Recreation Center (SRC) staff locker room has been utilized as a lactation room for a nursing mother.
- The Ropes Challenge Course hosts a variety of groups such as, educational, faith based, community service, sports teams, etc., to assist in developing relationships, self-expression, understanding, leadership, and problem solving. We encourage and support respectful dialogue while recognizing similarities and differences in beliefs, ethnicities, abilities, etc.
- The Club Sport Council continues to grow with the addition of several new Club Sports. These clubs meet bi-weekly to share information on their sports' successes and challenges. Each meeting has a workshop with a variety of topics such as membership recruitment and retention, responsible fiscal management, managing risks, and leadership development.

Challenges with Solutions:

- The SRC has received 2 complaints from patrons about locker room etiquette (each patron complained about the other patron). These 2 patrons had lockers next to each other and they interacted on a daily basis. While there was found to be no inappropriate behavior, it was determined that both patrons would benefit from moving their lockers away from each other. This action appears to have solved the problem for both parties.

2. Build and maintain an infrastructure that supports diversity and promotes inclusion.

Successes:

- A door was removed to allow ease of access to the accessible locker room area of the SRC.

Challenges with Solutions:

- The main restrooms in the SRC are not gender neutral; however, there are gender neutral restrooms and locker rooms available near the pool.

3. Recruit, retain, and graduate a diverse student population.

Successes:

- The SRC is free to anyone taking at least 1 credit on the Big Rapids campus. This free access provides countless opportunities for students to participate in a variety of fitness and recreational activities such as rock climbing, swimming, exercise, and sports. The SRC supports and promotes a healthy lifestyle and provides our students with positive ways to fill their free time.
- The Club Sport Council continues to grow and this provides a variety of sport options for our student population. This past year saw the addition of women's basketball and women's softball.

Challenges with Solutions:

- The intramural sports program saw significant declines in participation over the past year and this is concerning because this means that we are not reaching/engaging enough students through intramural sports. The largest gaps in participation are with freshmen and female students. We must reach out to the students living in the residence halls to encourage increased participation, and we must develop marketing strategies to reach these populations.

4. Recruit, employ, and retain a diverse workforce.

Successes:

- The UREC student staff members come from all walks of life, various academic programs, socioeconomic backgrounds, and those who identify as LGBTQ and transgender. These students report to us that, through employment with UREC, they have had the opportunity to develop meaningful relationships with students who they may not have met otherwise.
- In conducting a position search for the Assistant Director of University Recreation - Intramural & Club Sports, there were 50+ applicants, including 43 males and 7 females, 1 veteran, 2 Hispanic/Latino, 8 black or African American.

Challenges with Solutions:

- We continue to struggle with hiring and retaining international student staff. There is often a language barrier (including the written word) which is hard to overcome during the application process. This challenge provides an opportunity to work with the International Office to assist international students in navigating campus employment opportunities, including the application process and resume development.

5. Improve inclusivity by incorporating diversity and inclusion in significant ways in teaching, learning, and research.

Successes:

- None to report.

Challenges with Solutions:

- None to report.

6. Build upon existing partnerships and create new partnerships that enhance the University's commitment to and work with diverse populations.

Successes:

- The City of Big Rapids hosts Senior Water Aerobics in the SRC pool and this brings 20-30 senior citizens into the SRC 3 times a week. Our student staff members learn valuable lessons and develop relationships by interacting with these seniors on a regular basis.

Challenges with Solutions:

- None to report.

7. Additional Diversity Success and Challenges with Solutions Outside of the Diversity and Inclusion Plan.

Successes:

- None to report

Challenges with Solutions:

- None to report