I. Diversity Mission/Vision Statement

The Division of Student Affairs at Iowa State University is committed to the development of each individual student as well as the growth of the student body overall. In fact, part of the Division Philosophy reads:

We, as student affairs professionals, believe that much of the personal growth, skill development, and broad-based learning inherent in the campus experience take place outside lecture halls and laboratories. With this in mind, the division not only offers programs and services specifically developed to support academic programs, but also tailors its other programs, whenever possible, to encourage out-of-class learning and personal development...

We create and facilitate learning opportunities to support students in their academic pursuits; to encourage students to develop communication, teamwork, and leadership skills; and to permit students to gain experience in solving problems, resolving conflicts, and living in ethnically and culturally diverse communities.

Embracing and promoting diversity is very naturally included in the mission of Student Affairs, and enhancing the university’s diversity efforts is one of the Division’s priorities for 2007-2008. One way in which this is demonstrated is through the maintenance of the Student Affairs sub-committee on diversity. This year, goals for the diversity sub-committee have been:

1. **Expand the discussion:** expand the communication efforts of the sub-committee to increase the Division’s engagement in diversity efforts
2. **Training:** recommend that training activities around diversity are sponsored within the Division through the year
3. **Multicultural Center opening and Black Cultural Center use:** create an integrated approach to ensure that both these facilities remain successful
4. **Retention:** create an early identification and intervention program to assist students of color and work with the retention committee to make sure their pilot project is a success
5. **Assessment:** continue to assess the campus climate for multicultural students; partner with the Student Affairs assessment committee
6. **Hiring:** recommend a review of hiring status within the Division of Student Affairs

Some of the most notable accomplishments of this committee this year have been the progress on the Multicultural Center, the continued use of the Black Cultural Center, and a retention project focused on students of color that was coordinated with the sub-committee on retention. The Student Affairs Diversity Committee meets regularly to assess progress toward these goals and advise the Vice President for Student Affairs on their implementation.

In addition, one of the annual goals for the Vice President for Student Affairs is to continue to work with other members of the university community to implement the recommendations from the Campus Climate survey. Objectives related to the goal this year have been to:

- Hire an outstanding Assistant Dean of Students and Director of Multicultural Student Affairs
- Continue progress towards a database used to track and provide assistance to students

Four candidates for the Director of Multicultural Student Affairs position visited campus, and the campus community had the opportunity to visit with them in open forums. The ideal candidate for this position would embrace Iowa State’s goals for diversity, recognize the university’s progress towards those goals and current challenges, and be passionate about reaching those goals. The search will be re-opened this summer.
Multicultural Student Affairs launched a database which centralizes information regarding students of color. Enhancements to the system will continue, and it has the potential to be linked with other databases to streamline information gathering and sharing.

II. Response to Diversity Statistics

Currently, the highest concentration of minority P&S employees is in the P11 pay base (23.1%). P13 and P12 are the next highest, with 16.9% and 16.7% minority employees, respectively. All but one of the P&S pay bases (P14) have a higher concentration of minorities than are represented in the overall state population, which was 9% as of 2006, according to the State Data Center of Iowa. The Division currently has 18 merit employees of minority race or ethnicity, representing 4.3% of the total merit workforce.

The total percentage of minority employees has fluctuated through the years, from a high of 16.8% in 1997 to a low of 8.2% in 2005, then back to 12.1% in 2007. This may be due in part to the increased number of positions available. Between 1997 and 2007, the total number of P&S employees in the division increased from 196 to 256. In 1997, there were 33 minority employees in this category; in 2007, there were 31. So while the total number of minority employees has returned almost to its level ten years ago, this translates into a slightly lower percentage.

The Division of Student Affairs currently employs 149 women in P&S positions, representing 58.2% of that workforce. This is slightly higher than the state population as a whole, which was 50.7% female in 2006.

The Division’s goal would be to increase the number and percentage of employees from underrepresented populations at higher ranks. The Division of Student Affairs understands that students’ comfort with services offered and ease of transition to the Cyclone Family are impacted greatly by cultural sensitivities. Having a workforce that is representative of our student population enhances our efforts for students of color and enriches the environment for majority students. A few specific examples of how this has been put in place are below:

ISU Dining aims to recruit a more diverse workforce by advertising positions in larger markets such as Chicago, Kansas City, and Minneapolis. One successful strategy has been to focus on diversity in student and temporary hiring, train staff, and then keep them on in progressively more responsible roles. The department also has one staff member who speaks multiple languages and has been able to assist with training and involving diverse employees.

Units within the Division actively recruit from underrepresented populations. One strategy the Department of Residence has used is a recruiting website (www.housing.iastate.edu/employment/hd/) with information about diversity at Iowa State. They have also developed a recruitment plan that involved personal contact and connecting with the Multicultural Student Affairs office to get information out. Like all of Student Affairs, the department has actualized the philosophy that hiring a diverse staff is a value, and on their staff they have students of color, international students, LGBT students, and students who are parents.

The Office of Student Financial Aid office employs one P&S staff member and one graduate student with physical disabilities, and numerous work-study students of varying socioeconomic backgrounds. These individuals contribute to the diversity of the staff even though they are not reflected in the statistics measuring race/ethnicity and gender.

III. Diversity Efforts

IMPLEMENTATION GOAL 1 - Institutional Commitment: Achieve a just environment on campus where everyone feels welcomed, respected, and safe.

Departments throughout the Division have initiatives in place to create a just environment on campus.

The Student Counseling Service continues to improve its accessibility to multicultural students through extensive networking and outreach presentations to improve visibility and overcome the stigma of utilizing counseling services. This year, SCS has increased its rate of service to African-American and Latino students. These students are now serviced at a higher rate than their representation in the ISU student body. SCS also appears to have closed
the gap in serving Asian American students, and now serves international students at the rate they are represented in the undergraduate ISU population. The Counseling Service offered an Understanding Self and Others Group for International Students during spring semester.

In the Department of Residence, community advisors and hall directors model appropriate, supportive behavior/language for their residents. Each hall has a conversation at the first house meeting of the semester stipulating no tolerance for offensive or harassing language/behavior based on race, gender, sexual orientation, etc. House meetings recur if situations arise. Houses post educational bulletins regarding social justice issues. Martin Hall staff have an early warning system for any concerns that arise regarding offensive/threatening language or behavior. Community advisors are expected to report these issues immediately, and, in the event of serious health situations or harassment or threats, they call ISU police. The system has been used and works well. During the fall semester, a community advisor and hall director facilitated the resolution of an offensive language/racial slur situation among suitemates. Through conversations and increased understanding of each other the situation improved greatly, and the suitemates plan to continue to live together next year.

The Memorial Union has been in a unique position to create a welcoming physical environment through its recent renovations. Construction on a Multicultural Center in the Union began in March 2008 and will be completed in September 2008. A “family” restroom has been completed in the East Lobby. Permanent ramps were installed in the West Lounge and West Lobby, making the ballrooms more accessible from the west, and ramps that allow access to the stages in the ballrooms were also purchased. Room 3517 has been designated as a “reflection room” for students, faculty and staff of all backgrounds who want a quiet place for meditation, reflection, prayer or study. The Iowa African American Hall of Fame was displayed in the East Lobby until construction began in that area in fall 2007. The display will be installed in the hallway outside the Multicultural Center in fall 2008.

The International Students and Scholars Office focuses on creating a just and welcoming environment for students from other countries. They provide a program to orient new international students to campus, conducted the week before classes each fall, spring, and summer, and provide transportation and temporary housing to students when they first arrive in Ames the week before orientation. They also assist students and scholars with obtaining visas.

The Thielien Student Health Center also provides a welcoming environment to students from other cultures. Consent forms for immunization and directions for taking prescriptions medications are given in English as well as the students’ native language when available. The students appreciate the information in their native language and report a better understanding of the material than when reading it in English. TSHC also plans customer satisfaction training that will assist the staff in being more sensitive to individual needs.

Student Disability Resources leads Disability Awareness Month which includes national speakers on issues related to disabilities in the educational environment, disability awareness programming, and support groups for students with disabilities. In collaboration with the Government of the Student Body, SDR helped establish a permanent fund to provide sign-language/captioning at student organization programs to enhance accessibility on campus.

An important new effort to create a safe environment on campus extends throughout and even beyond the Division of Student Affairs. Iowa State is partnering with UNI and the University of Iowa on a $1 million Grant to Reduce Domestic Violence, Dating Violence, Sexual Assault and Stalking on Campus from the U.S. Department of Justice. The grant committee is coordinated through the Vice President for Student Affairs Central Office and includes representatives from Judicial Affairs, Student Health, Department of Public Safety, and the Margaret Sloss Women’s Center, among others. The grant has made it possible to create a forum theatre troupe composed of students in one section of the University Studies 160 Gender Justice class. This troupe will perform improv-style skits for incoming students during Orientation week each fall semester to educate them about how to stay safe from sexual assault, harassing behavior, and stalking and how to intervene when they see others in compromised positions. The grant also provides funds for enhanced training of judicial affairs officers, enhanced training of campus police and other points of first victim contact, dissemination of best practices in working with men in gender violence efforts, and development of university courses and curricula in educating students in victim services and gender violence prevention.

IMPLEMENTATION GOAL 2. Curriculum and Pedagogy. Develop a curriculum that guides students to think critically about social justice issues and provides faculty with the tools to teach inclusively.
Though the Division of Student Affairs is not, for the most part, directly involved in classroom teaching, several departments within the division do offer diversity and social justice curricula to students.

The Division of Student Affairs continues to coordinate Psych 131, Academic Success Skills, which included several class sessions on social justice, examining values, understanding and accepting others as well as University Studies 160, Gender Justice, intended to examine societal perspectives on gender. The Division also supports and helps teach Dialogues on Diversity.

An important Division-wide initiative in Student Affairs is the Iowa State Conference on Race and Ethnicity (ISCORE). Modeled on the National Conference on Race and Ethnicity (NCORE), this conference showcases presentations from Iowa State students and staff. It marks the culmination of a year-long training curriculum for students who enroll in University Studies 290/490X and also attend the NCORE conference in May before ISCORE. ISCORE planning is led by the Vice President for Student Affairs and involves staff throughout the Division.

In addition to teaching students, many departments in the division offer diversity training to staff. The Department of Residence conducted student staff training, with the focus area Understanding and Appreciating Human Differences. At the Student Counseling Service, interns receive extensive training on diversity awareness, ethnic identity development, and counseling underrepresented populations. Training occurs in the initial three-week orientation and continues throughout the year in Case Conferences, Professional Issues Seminars and individual supervision with the primary supervisor. Practicum counselors receive similar, but less intensive training. Diversity Issues are discussed during the staff meetings, and staff are encouraged to attend local and regional diversity seminars. Several staff members attended the regional Summit on Higher Education and, Diversity, and one staff member attended the University Of Illinois Conference on Multicultural Counseling in September. Ginny Arthur, Stephanie Zywicki, Roy Salcedo, Pat Downes, and Adam Foley of the Department of Residence also facilitated a diversity workshop, “Brown Eyes-Blue-Eyes,” for ISU Dining staff.

IMPLEMENTATION GOAL 3. Research and Scholarship. Creating an academic environment that appreciates and values cultural/social differences through supporting and valuing research/scholarship that focuses on social justice/multicultural issues.

The Department of Residence conducts satisfaction surveys that include questions related to climate, and also tracks retention data for students who live in the residence halls. In addition, the Upper Friley Hall Director conducted an ethnographic study on the Multicultural Learning Community for a class project.

At the Student Counseling Service, Diversity Coordinator Ron Jackson presented Professional Development Networking, Consulting and Advocacy Work with Students of Color at the Dennis May Conference on Diversity Issues and the Role of Counseling Centers, University of Illinois. Jackson also joined the Diversity Committee of the Iowa Psychological Association and attended the State Leadership Conference of the American Psychological Association as IPA’s Diversity Delegate.

In collaboration with the Academic Success Center and International Students and Scholars, Judicial Affairs is developing a plagiarism awareness effort targeting international students who are often mystified by an academic environment different from their home countries.

IMPLEMENTATION GOAL 4. Increase the representation of historically underrepresented populations among faculty, staff, and students.

The Division’s strategies for hiring staff from underrepresented populations are outlined in section II above.

The Office of the Registrar continues to support many efforts on recruitment and retention by providing data and statistics to identify student populations, trends, and benchmark progress. The Registrar has been instrumental in the university’s efforts on retention of students of color as well as efforts for the Board of Regents.

Enrollment Services has several programs in place to increase the number of historically underrepresented students. First, they offer early outreach programs to middle-school students of color. This year, Admissions, the Colleges of
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Design, Human Sciences and Agriculture and Life Sciences facilitated sessions for approximately 800 middle school students as part of Education Day for I'll Make Me a World in Iowa, a diverse collaboration of Iowans which highlights African-American arts, culture and contributions. Admissions also participates in Gear Up, a group visit opportunity for 8th grade Des Moines Public school students. The visit is designed to expose students to higher education and show them what is possible for their career goals. These students are from the lowest socio-economic levels in the DSM Schools.

Enrollment Services also offers outreach programs specific to multicultural students. The Office of Admissions sends out Latitude, a multicultural newsletter, 3-5 times each academic year to seniors in high school who have identified themselves as American ethnic minorities. These newsletters encourage students to apply for admission, file the FAFSA, attend an MVP Interview, register for ACT/SAT test dates, schedule a campus visit and provide contact information for follow up. Admissions also coordinates 3-5 Multicultural Visit Days each year. Admissions also partners with Multicultural Student Affairs to provide staffing and materials for statewide Multicultural Vision Program interviews. The Office of Admissions provided support to Project DREAMS (Develop Responsible, Educated and Aware Multicultural Scholars), a new student organization created to mentor first generation high school students and promote the pursuit of a bachelor’s degree.

These efforts have succeeded in creating a more diverse community on campus. New Fall 2007 international freshman and transfer enrollment is 212, as compared to 146 in Fall 2006. New Fall 2007 freshman minority student enrollment is 416, an increase of 15, or 3.7%, over last year; it is the largest number of American ethnic minority freshmen enrolled on record and represents 9.6% of the entering freshman class. This was a significant accomplishment, particularly given the decline in the number of Iowa American ethnic minority high school seniors in the top 50% of their high school classes from 2006 and 2007.

To increase representation of underrepresented students, the Office of Student Financial Aid supports the socioeconomic diversity of the campus by providing resources to assist students in meeting the costs of their education. Over $275,000,000 is disbursed annually to assist in this endeavor. Perhaps the best efforts of the Office of Student Financial Aid are in the area of support provided to ethnically diverse students on the campus. Through the efforts of the George Washington Carver and Multicultural Vision Programs, financial support is offered to 100 incoming students each year. In addition, these students participate in a learning community designed to assist them in their academic success at Iowa State University. Thus, up to 800 students per year are assisted through these programs. The Office of Admissions also provides a $3,000 renewable International Diversity Scholarship to International Student Admissions Ambassadors. Duties include corresponding with prospective students and tell them about their experiences at Iowa State, and assisting new arrivals at International Student Orientation.

IMPLEMENTATION GOAL 5. Inter-group and Intra-group Relations. Create a just environment that recognizes and celebrates cultural differences and socially constructed differences (i.e. gender, race, disabilities, sexual identity, etc.) by enhancing relations within and among groups.

The Department of Residence regularly offers programming aimed at enhancing relations within and among groups. For example, they developed a social calendar for international students who moved into the residence halls early; they assisted the Black Student Alliance in hosting their annual picnic on the Frederiksen Court Green; and halls offer house dinners that highlight cuisine from other countries. Hall Directors have facilitated programs on the false nature of stereotypes and on sexual orientation. Another hall invited Mayor Ann Campbell to speak about being a woman in politics and also offered a program on the genocide in Darfur. International student groups also utilize residence halls for programs. Hall directors coordinated the Spirituality on Campus conference, which encourages the development of a more inclusive campus environment in regard to faith, spirituality, and life philosophies.

The Student Counseling Service does extensive consultation with Multicultural Student Affairs, Multicultural Student Services Coordinating Team, Multicultural Liaison Officers, Student Support Services, and other offices on campus. SCS staff members attended at least thirty-five diversity events during the year. SCS staff also presented two workshops on Managing Change in College at the September Community of Color Convocation, nine Career Development Workshops for International Students, and one workshop on International Student Adjustment and Stress Management for International Students and Scholars.
The Student Union Board Multicultural Committee at the Memorial Union develops and coordinates multicultural entertainment events throughout each semester, including Café au Lait, which highlights a culture through educational and entertainment activities; Global Stage, a fall entertainment event where numerous student organizations showcase performances from their cultures; and Global Gala, a spring entertainment event where student organizations showcase performances and provide food from their cultures. Similarly, ISU Dining has a Soul Food meal partnership with Residential Dining and Multicultural Liaison Officers and assists with the International Food Fair during VEISHEA. Recipes developed for the Food Fair are also used in dining centers.

The Memorial Union also sponsors the Social Justice Summit, formerly known as the Multicultural Leadership Summit, which was held for the eighth time in February 2008. Students learn from each other in a safe environment and diverse setting by participating in activities focused on who they are and what they bring to the ISU campus. The students also connected, reflected, and committed to social change through their personal action plan.

LGBT students and allies continue to support Lavender Graduation and the Small Victories celebration.

All the activities of the International Students and Scholars Office help to support a diverse community on campus. For example, Embracing Global Spouses and the Friends of International Women highlight networking opportunities for dependents and spouses of international students and scholars; the English Conversation Program brings international and American students together to help international students to practice and enhance their English language skills and to promote friendship; and Friendships International pairs international students and scholars with American students and families. ISSO also offers programs that enhance relations throughout the larger campus community. ISSO funds participation in the Iowa Council for International Understanding International Fellows Program, a pan-Iowa program to promote international understanding, leadership, and activities. Together with the International Student Council and Minority Student Affairs, ISSO sponsors the World Soccer Tournament, held each February in the Lied Recreational Center to encourage cross-cultural engagement by international and American students. ISSO also sponsors Culture Corps, which provides funding for academic and administrative units to engage in international activities through their units and helps to host International Week activities in November.

An important source of Division-wide multicultural programming is the Multicultural Student Program Advisory Council (MSPAC), an advising committee for the Office of Multicultural Student Affairs (OMSA). MSPAC supports OMSA in its efforts to develop and implement programs to address the retention of ISU students of color. MSPAC also provides funding to student organizations. The council consists of a 10-member student voting committee including a GSB representative and representatives from multicultural student organizations, as well as academic and student affairs staff (ex-officio).

IV. Best Practices/Final Comments

Through many of its regular activities, The Division of Student Affairs supports diversity efforts on campus in ways not mentioned in this report. For example, the Office of Multicultural Student Affairs continues to provide support systems for students of color; Student Support Services Programs provides support for socioeconomically disadvantaged students, many of whom are multicultural students; and the Women’s Center continues to provide support and advocate for the needs of women on campus. The Division continues to work to meet the needs of individuals in the community and to provide a campus environment in which everyone can feel at home.

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