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, an excerpt from the Division Philosophy reads:

*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 remains one of the Division’s priorities. This commitment has become infused into the programs and services we offer and has truly become part of the fabric of the Division.

II. Diversity Efforts

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

The Black Cultural Center, Lesbian, Gay, Bisexual, and Transgender Student Services, MSA, the Margaret Sloss Women’s Center and other locations within Student Affairs have as part of their primary role to provide a just environment where everyone is welcomed, respected and safe.

Iowa State is now better able to serve its lesbian, gay, bisexual, transgender, and ally students after hiring the university’s first coordinator of LGBT Student Services (LGBTSS). The student traffic in the LGBTSS center has dramatically increased. In addition to providing a safe space for students, a lending library with resources on gender identity and sexual orientation, and support for students needing assistance, LGBTSS also offers programs such as support groups, Lavender Graduation and Safe Zone training. An incredible achievement this year is that Iowa State University was selected to host the 2012 Midwest Bisexual, Lesbian, Gay, Transgender and Ally Conference. The conference proposal was a close collaboration between LGBTSS, the LGBTA Alliance student organization, and the Ames Convention and Visitors Bureau.

Multicultural Student Affairs continues to support multicultural student organizations through the Multicultural Student Services Coordinating Team. MSSCT represents the collaborative effort of various Multicultural Liaison Officers and offices across campus to positively impact the environment for students of color. Additional support for multicultural students comes through the Multicultural Student Programming Advisory Council. MSPAC is an advising committee and funding source for registered student organizations implementing cross cultural collaboration projects at ISU.

The Black Student Alliance was recognized as Big XII Most Improved Council of the Year at the Big XII Conference on Black Student Government in Austin, Texas. BSA is advised by Kim Everett in Student Support Services Program.

In addition, departments throughout the Division have initiatives in place to create a just environment on campus, examples of which are:

ISU Dining has taken steps to assure that the environment is welcoming to all students, employees and visitors. Dining employees participate in workshops on diversity. Dining also partners with student organizations and others to offer theme meals, such as Soul Food Night and Latino Lunch, throughout the year.

The Iowa State Conference on Race and Ethnicity has been in existence for more than a decade. The 2010 ISCORE conference morning remarks by Dr. Luis F. Rico-Gutierrez, Dean of the College of Design started the day with insight and inspiration. More than 320 students, faculty, and staff attended the luncheon address by Mr. Ariel Luckey, a prominent
hip hop theater artist and founder and director of the Free Land Project. More than 740 students, staff, and faculty participated in the conference. ISCORE highlights how important discussions of race and ethnicity continue to be. The Student Counseling Service continues to improve its accessibility to multicultural students thorough extensive networking and outreach presentations to improve visibility and overcome the stigma of utilizing counseling services. The clinical service of SCS serves a variety of diverse populations and works to maintain an atmosphere of welcome to all. In clinical practice, 6.8% of SCS students identify as African American, Asian American or Native American while 4.2% identify as international students. With the hiring of a full-time LGBTSS Coordinator in the Dean of Students Office, SCS has a strong partnership with LGBTSS and works actively to support students who need counseling services as they address their gender identity. Additionally, 6.2% SCS students identify as lesbian, gay, bisexual or questioning.

In the Department of Residence, community advisors and hall directors are expected to 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 or behavior based on race, gender, sexual orientation, etc. If issues occur, staff respond quickly and engage with other resources, as appropriate.

The Memorial Union creates a welcoming environment through programs and the facility itself. The Memorial Union Event Management Office, represented by Scott Maas, was an exhibitor at Iowa’s First Annual “Gay Wedding Expo” in Des Moines, June 7, 2009. The Memorial Union hosted the wedding ceremony of a same-sex couple on June 18, 2009, and will host another wedding of a same-sex couple on August 7, 2010.

The Memorial Union has been in a unique position to create a more welcoming physical environment through recent renovations. Construction on a Multicultural Center was completed in September 2008 and is a well-utilized space, with the Iowa African American Hall of Fame is displayed near the entrance. It also contains two Reflection Rooms for all who want a quiet place for meditation, reflection, prayer or study.

The Memorial Union Board of Directors spent extensive time listening to students who expressed concerns about the display of religious symbols in the Memorial Union Chapel. An ad-hoc committee examined the issues raised and will recommend changes to the facility to make it more accessible and more versatile. The report of the ad-hoc committee will be made to the Memorial Union Board of Directors at its April 2010 meeting and work on any approved changes will commence over the summer 2010.

A “family” restroom has been completed in the East Lobby of the Memorial Union. Permanent ramps were installed in the West Lounge and West Lobby, making the ballrooms more accessible from the west, and ramps and a portable lift that allow access to the stages in the ballrooms were also purchased.

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 each term, and also provide transportation and temporary housing to students when they first arrive in Ames before orientation. They also assist students and scholars with obtaining visas. From Fall 2006 to Fall 2009, the number of International students rose from 2,118 to 3,017. This 42% increase results in an international student representation of 10.8%.

The Division of Student Affairs implemented an assessment on understanding the campus experience of students of color. Students participated in focus groups and the findings will be used to strengthen programs and services.

Student Disability Resources provides resources, support services and information to members of the campus community regarding disabilities. SDR supports Disability Awareness Month, advocates for needs of students and in collaboration with the Government of the Student Body and helps manage a fund to provide sign-language/captioning at student organization programs to enhance accessibility on campus. The number of students with documented disabilities at Iowa State University continues to grow—increasing from 685 in Fall 2008 to 722 in Fall 2009. SDR staff also co-advice the student Alliance for Disability Awareness group which actively participates in Disability Awareness Month efforts including ‘Step into my World’ sensory experiences, educational/outreach activities to promote awareness of issues related to students with disabilities, and involvement of faculty and staff in developing universal design strategies in instruction and service delivery.
The Thielen Student Health Center strives for a welcoming environment to students of all cultures. Consent forms for immunization and directions for taking prescription medications are given in English as well other languages when available. The students appreciate the information in their native language as they report a better understanding of the material. TSHC also conducts customer satisfaction training that assists the staff in being more sensitive to individual needs.

To ensure a safe environment for students, as did the other public universities in Iowa, in 2008-2009, Iowa State University engaged in a year-long process to revise our Sexual Misconduct Policy Involving Students. The policy development process involved a cross section of the campus community, including key members from the Division of Student Affairs, Equal Opportunity and Diversity, ISU Police, University Counsel and ACCESS—our community advocacy agency. Student input was sought throughout the process and continues to be a focal point as the university implements the policy.

Implementation of the policy has involved significant educational efforts for students and employees. Some primary goals in educating the student body has been helping them understand exactly what sexual assault and sexual harassment are as well as dispelling myths and misconceptions and providing information on resources to assist victims and survivors of misconduct. This process has led to a revitalization of programming to students around sexual misconduct that is positively impacting the entire campus community.

Specific trainings have been conducted for key populations, including academic classes, student leaders, student athletes, and residence life staff. In addition, a promotional campaign has been developed and implemented in conjunction with a series of workshops, peer education events, and theater productions targeted towards new students. We look forward to continuing these efforts with key university partners to assure that students are aware of resources related to sexual misconduct and understand how to prevent sexual misconduct—critically important concerns for all our students, regardless of gender. Many of these activities were undertaken through a three-year flagship campus grant from the Department of Justice, Office on Violence Against Women, in which Iowa State University partnered with both the University of Iowa and the University of Northern Iowa.

**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.**

In the Division of Student Affairs, teaching students about social justice issues happens mostly outside the classroom—in residence halls, programs, support services, ISCORE and the numerous interactions with students that occur on a daily basis. Please refer to other sections for additional information on how Student Affairs facilitates critical thinking about social justice issues. However, the Division does support several curricular activities as well.

Employing between 65 and 72 graduate assistants annually from the Department of Educational Leadership and Policy Studies and other academic departments, the Division of Student Affairs actively supervises and participates in the professional preparation of master’s and doctoral students planning to enter the field of student development. Their immersion into the Division helps ensure that the value of diversity will be perpetuated in future generations of Student Affairs personnel.

The ISCORE Conference mentioned earlier is actually the end of a year-long project undertaken by students, faculty and staff. After attending the summer National Conference on Race and Ethnicity, students participate in UST 290, Forum on Race and Ethnicity in the United States and a series of seminars and workshops. They present at ISCORE in spring.

Multicultural Student Affairs coordinates various programs for its individual learning communities that explore issues relative to race and ethnicity through coursework and experiential learning activities. The Women’s Center created, coordinated and manages Women’s Studies 160, Gender Justice. This course enrolls 225-250 students each year and facilitates the development of critical thinking skills regarding gender justice. In addition, 10-16 facilitators of the course learn, engage, and enhance their own critical thinking skills. The Academic Success Center coordinates Psych 131, Academic Success Skills, which includes several sessions on social justice, values, understanding and accepting others.
The Memorial Union Student Activities Center annually sponsors two to three Alternative Spring Break Trips to engage students in service-learning opportunities that include hands-on experiences and reflection on those experiences. The trips have been to a various locations and partnered with a variety of agencies that address social needs.

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.

Judicial Affairs, in collaboration with the Academic Success Center and International Scholars and Students, is developing a plagiarism awareness effort targeting international students who are often mystified by an academic environment different from their home countries. Penny Rice, Director of the Women’s Center, has published many articles and chapters related to cultural/social difference and focused on social justice/multiculturalism.

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

Increasing the underrepresented student population involves both recruitment and retention, two priorities of the Division of Student Affairs. Lesbian, Gay, Bisexual and Transgender Student Services, International Students and Scholars, Multicultural Student Affairs, the Department of Residence, the Women’s Center and other Student Affairs entities participate actively in student recruitment activities. However, with the primary role of enrolling students, Enrollment Services has a number of programs in place to increase the representation of historically underrepresented students. These efforts include:

- I’ll Make Me a World in Iowa (IMMAWII) – Staff from the Office of Admissions and College Bound Program coordinates programming for Educational Day with college partners. A staff member serves as a member of the IMMAWII Board and planning committee. Staff from the Office of Admissions and undergraduate colleges provide educational outreach and promotional opportunities to answer questions about Iowa State and visit with students and community members to continue and/or strengthen their relationship with the university.
- The Office of Admissions sends out 3-5 multicultural newsletters each academic year to students 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. The newsletters are sent to students in the 12th grade.
- The Office of Admissions coordinates 3-5 Multicultural Visit Days each year. Informational meetings with Multicultural Student Affairs, Multicultural Liaison Officers and multicultural student groups are part of their day.
- The Office of Admissions partners with Multicultural Student Affairs (MSA) to provide staffing and materials for all Multicultural Vision Program interviews in the fall semester throughout Iowa.
- A new multicultural recruitment brochure “Diversity of Minds,” is a multicultural initiative designed to inform prospective students and families about the celebration of ethnic diversity at Iowa State University. It explores how multiculturalism enriches the entire university community. Prospective students learn how Iowa State encourages connecting new points of view, participating in diverse communities, and engaging in new leadership opportunities as vehicles to discover themselves and those from different backgrounds.

These efforts have succeeded in creating a more diverse community on campus. New Fall 2009 freshman minority student enrollment was 464, an increase of 15, or 3.3%, over last year; it is the largest number of American ethnic minority freshmen enrolled on record and represents 10.7% of the entering freshman class, the 2nd most ethnically diverse class on record. New Fall 2009 transfer minority student enrollment was 168, an increase of 67 or 66.3% over last year and represents 10.4% of the entering transfer 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.

The Office of Student Financial Aid works with all students, including students of color, to meet the financial need of pursuing higher education.
Once students arrive on campus, there are a variety of programs and services in place geared towards smoothing their transition to the campus community and support their retention. In addition to the programs available to all students, such as Destination Iowa State, there are several geared specifically towards students of color. For example, Student Support Services, a federally funded retention program that serves first generation and low income college students, continues to positively impact the retention and graduation rates of the students of color that it serves. Other programs through Multicultural Student Affairs are:

- **The Academic Program for Excellence (APEX)** is a summer bridge program that provides enrollment in core academic courses, tutoring and other academic and social support for incoming students.
- **The George Washington Carver Academy (GWC)** is a merit based program designed to acclimate students to ISU and facilitate academic success primarily through the Carver Academy Seminar (UST 105, UST 106, UST 205 and UST 206) and additional academic success support from MSA for each student as well as through transition programming (e.g. Welcome and Transition program, Multicultural Family reception). The Carver Faculty Council, comprised of tenured faculty from each college, assists in curriculum development and mentors student participants.
- **The Multicultural Vision Program (MVP)** is a need-based program for multicultural students from the State of Iowa, a substantial percentage of whom are first generation college students. The MVP Seminar (UST 115 and UST 116) has learning outcomes for acclimation to ISU and academic success. Additionally, the program provides an assessment of learning preferences using the College Student Inventory (CSI) and additional academic success support from MSA for each student.

MSA also provided support for multicultural students who were not affiliated with one of the signature academic programs (e.g. GWC or MVP). MSA conducted intentional outreach efforts including assigning one graduate assistant to individual mentoring, targeted academic consulting, and specific social-transition programming for this unique population. Students were invited to participate in MSA student transition and other programming. MSA facilitated awareness of the particular needs of this student population and conducted student outreach assessment using MAP-Works.

The Greek community is important to recruitment and retention of all students and efforts have been underway to support and strengthen the smaller Greek organizations that represent students of color. One highlight is that the Office of Greek Affairs and the Office of Multicultural Student Affairs restructured 40 hours per week of graduate assistantship time so that two individuals have half time appointments between the two offices. One serves as the Multicultural Greek Council Advisor (primarily Latino-based membership) and quarter time in the Multicultural Center and the second graduate assistant serves as the National Pan-Hellenic Council Advisor (Black Greek Organizations) and quarter time in the Multicultural Center. The joint appointments are providing the opportunity for increased utilization of the Multicultural Center, shared knowledge between the Greek and Multicultural Student Affairs units and more intentional relationship building with our students of color.

Additional efforts within the Division include an intervention project involving mentoring at-risk students of color, use of the retention tool MAP-Works sharing data and intervention strategies with college partners, and continued research into retention. Some small successes exist, yet this effort will continue indefinitely.

Regarding employees, the Division of Student Affairs continues to hire and retain a diverse staff, with racial diversity being most prominent in our P&S staff. We actively recruit a diverse staff in our hiring practices, through how we advertise and network open positions, and through ongoing compliance with Equal Opportunity and Diversity. We encourage the retention of our diverse workforce through formal and informal programs within the Division and will continue to strive to include a greater representation of diverse populations on our staff.

As an initiative of the Student Affairs Quality of Life Committee, the CYBuddy program was implemented to assist with the acclimation of new staff to the Division of Student Affairs. If the new staff members desire, CYBuddies (mentors) are assigned to them with the understanding that they will meet at least twice during the academic year. To facilitate the meetings, ISU Dining provides meals for the CYBuddies and their mentees.
It is also important to note that the Women’s Center is jointly administered by both Student Affairs and the Provost’s Office. As such, it provides support and programming for employees as well as students.

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.

In addition to programs outlined above, other Student Affairs initiatives support enhanced relations within and among groups.

The Student Union Board Multicultural Committee develops and coordinates multicultural events including Culture Shock, which highlights a culture through educational and entertainment activities and Global Gala, a spring entertainment event where student organizations showcase performances and provide food from their cultures.

The Memorial Union also sponsors the Social Justice Summit, held for the tenth time in February 2010. 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 campus. The Summit strongly encourages students, through their personal action plans, to assume personal responsibility for change in the campus climate and in their own living and learning environments.

The International Students and Scholars Office supports a diverse community with workshops and sessions about adjusting to American society. With the International Student Council, ISSO promotes international awareness through International Week in November and the International Food Fair during VEISHEA. ISSO offers programs to enhance relations throughout the campus community. ISSO funds participation in the Iowa Council for International Understanding International Fellows Program, promoting international understanding, leadership, and activities in Iowa. The International Students and Scholars Office organizes the Friendships International program to help orient international students and scholars to the Ames community by pairing them with Ames area residents or with ISU American students. Several times a year, holiday celebrations and informal gatherings are held.

Together with the International Student Council and Minority Student Affairs, ISSO sponsors the World Soccer Tournament, held each spring 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.

The MSWC provides numerous campus-wide awareness campaigns, programs, and events that highlight the needs of women, the services the MSWC provides, and the ways individuals can become involved.

III. Best Practices/Final Comments

The Division of Student Affairs supports diversity efforts on campus in ways beyond what is mentioned in this report. We pride ourselves as having diversity as a value. Therefore it is infused throughout the division and cannot be measured merely in FTE’s, headcounts or funding allocations. The Division will continue to strive to meet the needs of each individual in the community and provide a campus environment that demonstrates diversity as a value.

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