



PROGRAM REVIEW

Student Services Program Review Template

Year :

2020-2021 ▾

Program :

Multi-Cultural Center ▾

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Program
InformationProgram
IndicatorsCritical Reflection of
Assessment ActivitiesEvaluation of
Previous Plans

Planning

Resource
RequestsAuthor
FeedbackPRC
Response

3.1 Describe any new or ongoing plans/actions identified in the last program review, and their current status. List the current status as "completed," "ongoing," or "discontinued." Describe the measurable impact of actions taken and, if a plan was discontinued, please explain why.

Number	Program Plans	Current Status	Describe Impact of Action	
1	Reestablish the districts previous intention of a full time assistant director of the MCDC along with a full time AOC position.	Additional staffing would provide the necessary assistance to provide the full spectrum of cultural and equity services across three campuses. It would also provide the coverage to ensure community outreach and connection with educational, business community, and tribal communities in our region. In the Spring	The center when operating in person serves 30 to 70 students daily. The hours of operation were 10-4 Monday through Friday in addition to the regularly scheduled nightly events. The provision of proper staffing allows for the Multicultural Center to continue to provide student support and engagement while also providing student equity specific research and initiatives. When the campus moved to the online environment we provided 25.5 hours of student academic support, student engagement, and cultural engagement activities. Given the extensive services in person and now online additional staffing will	Edit

		<p>2020 the Assistant Director position increased the provision of services considerably. Due to COVID-19 potential budgetary restrictions the position demoted back to an AOA-II.</p>	<p>enhance the centers services to reach district wide. Additional staffing will allow for the enhanced focus on student equity gaps district wide will address the Chancellors Office’s Vision for Success goals and the districts commitment to the provision of services that increase persistence for underrepresented students. We will continue to keep this as a goal to fulfill the needs of the program.</p>	
2	<p>Development of MCDC Ambassador Program</p>	<p>In the spring of 2019 we maintained 7 ambassadors after moving to remote services. Those ambassadors provided 25.5 hours of weekly academic support, student engagement, and cultural engagement activities. In the fall of 2020 we have 6 paid ambassadors and 2 volunteers providing the same type of activities in an effort to student retention and persistence in the online environment.</p>	<p>Currently, we receive \$2,500 Federal Work Study funding for our Ambassadors for this fiscal year. This funding is insufficient to cover MCC Ambassador expense necessary for the FY. Additional funding to cover the program is supplemented by Student Equity funding. Additional FWS Study funding would cover the expense of the Ambassadors and free SE funding for additional equity initiatives. We will continue to keep the growth and development of the program as a goal for future plans.</p>	<p>Edit</p>

3.2 Describe how resources provided in support of the plan(s) contributed to program improvement:

Goal 2A: Increase All Students Who Earned an Associate Degree for Transfer

Goal 4C: Increase All Students with a Job Closely Related to Their Field of Study

MCC provides equal access to students across the district through programs and services, leading to increased student success and retention. This is address by a variety of cultural events and outreach, club support, internships and mentorship, personal development workshops, MCDC Graduation Celebration, partnerships with HSU, SCDC, HCOE, and Tribal Governments.

The MCC Ambassador program provides direct experience related to communications, outreach, and student support. That students feel disconnected from the campus experience and they don't have the resources necessary to be successful. 30.3% of our students are 1st generation College students. Other colleges that have implemented the ambassador programs have shown an improvement in campus connection retention, and persistence. This program provides outreach for underrepresented student awareness of MCDC activities and offerings and service as cultural ambassadors sharing their life experiences in the classroom. The students will be equipped to provide knowledge of campus resources and the range of services provided by the MCDC. Student Ambassadors support the CR's mission by direct student outreach, honoring diversity, and advocacy for student success and access to campus resources. The skills gained as an ambassador are transferable for work related skills.

Summary of Student Equity Activities for FY 20/21

For this year our focus has been on strengthening student engagement and mentorship in the online environment. To ensure both students, staff, and faculty have the proper tools to meet the current challenges we have taken a three prong approach: student engagement, student support, and professional development.

Student Engagement

- MCC Ambassadors–Mentorship and Tutoring
- Cal Soap Tutors–Engagement, Retention, and Persistence Activities
- Outreach to high school and building the bridge for transfer to HSU

Student Support

- Support Groups for: LGBTQIA+, Women of Color, Men of Color, 1 Gen Support Groups, and Trauma and Anxiety Support Groups
- Undocumented student Support Coalition and tutoring in Spanish and English
- Mentorship through Social Justice Center at HSU

Professional Development

- Book Club–So You Want to Talk About Race
- Building Bridges–(Six part Facilitation by Equity Arcata and Stepping Stone Consultants)–Implicit Bias and 4 Dimensions of Racism
- Equity in the Online Environment collaboration with Keep Teaching

