

Division of Student Services

Action Area 1: Retention and Recruitment (faculty, staff, students)

Goal	Strategy	Objective	Measures	Progress/Updates
Assist with the Inclusion Advocate program	Encourage staff members of the Division to apply for and participate in the Inclusion Advocate/Champion program	To increase staff participation	Track Division breakdown of IA's by Unit	Student Life IA's: Michelle Burke, Tom Coy, Valerie Jones, LeaAnn Tibbe
				Counseling Center IA's: Harriet Singleton, Mary Sharp, Lisa Ham, Amber Roberts
				Women's Center IA's: Two Inclusion Advocates and one Inclusion Champion
	Give input to design and facilitate new LGBT component	To include LGBT issues in the training as another aspect of inclusion	Review program	LGBT Resource Center: completed Spring 2010
Enhance diversity and inclusion focus in new student orientation and Transitions program	Recruit a diverse group of Transitions leaders through targeted recruitment from various areas of campus	To advertise and promote leader application process online, OMA, WC, LGBT, Housing. Discuss diversity during selection process	Track demographics of applicants	Increased efforts for recruiting with OMA to increase diversity of pool. Trained transitions leaders on inclusion, demographics of campus, and bias protocol
	Train Transitions leaders on the Bias Incident Protocol	To provide Bias Incident Training Protocol to all Transitions Leaders	Track participant numbers and Learning Outcomes Assessment after the program	In process
Promote a more holistic approach to undergraduate admissions to increase access/diversity	Continue Gear Up and Wade McCree programs	To expose pre-college students to higher ed. experience and the campus community	Track participation	In process

	Support the Freshman Academy program	To engage program participants in co-curricular experiences	Track participation	In process
	Include GRCC and MCC students involved in Career Fairs	To expose students to career opportunities to encourage further education at GVSU	Track participation	Career Services: Included 42 GRCC and 4 MCC students in Career Fairs
	Work with the Grand Rapids Prep Academy	To expose students to career opportunities to encourage further education at GVSU	Track participation	Career Services: Invited students from Grand Rapids Prep Academy to attend career fair and meet employers
Action Area 1: Access and Equality - Policy/Administrative Initiatives				
Goal	Strategy	Objective	Measures	Progress/Updates
Include diversity component in annual AP/COT Staff Performance Review.	Train staff to improve intercultural competency	To establish intercultural training committee	Incorporate into Employee Assessment planning	Dean of Students Office: Intercultural Training Committee established
Action Area 2: Campus Climate				
Goal	Strategy	Objective	Measures	Progress/Updates
Review turnover rates of women and minorities by division (AP staff)	Create an exit interview process with the Vice Provost/Dean	To make exit interview automatic upon receipt of a resignation	Track meetings with all departing staff	An exit interview process has been implemented
Develop support for non-traditional students	Participate in Non-Traditional Student (NTS) task force	To address the needs of non-traditional students	Review results of the NTS survey	Women's Center: Introduce new website by April, 2011 – this is in progress. Introduce new Facebook/LinkedIn pages by April 2011 – these have been created by the NTS committee

	Coordinate the Veteran's Network	To coordinate monthly meetings of Veterans Network; maintain webpage and Facebook group, communicate needs of veterans to NTS and EDPAC subcommittee	Assess progress from NTS survey results	The Veteran's Network is functioning and being coordinated by an Assistant Dean.
Design and implement schedule of Opportunities to Dialogue about Race	Support efforts of Division of Inclusion and Equity by providing updates to the Vice President for Inclusion and Equity	To serve on the I&E Advisory Committee	Track participation	In process
	Host Ongoing LGBT Conference: LGBT and Race	To dialogue on the intersection of LGBT and Race	Track participation	Women's Center: Fireside Chats successfully running and has held five sessions fall, 2010. Four more planned for Winter 2011
Promote cultural competence in admissions protocol for student groups	Provide Diversity and Bias Incident Protocol Training for Student Organizations	To increase cultural competence in student groups	Track presentations and participation	Student Life: At fall training Max It Out the bias incident cards were handed out and a review of the expectations communicated to organization leaders. The MyGVSU survey distributed
	Greek 101 and 201 Programs	To increase cultural competence in Greek organizations	Participant Evaluation	Student Life: Greek 101 included a professional keynote speaker "Calling All Greeks to the Floor" which focused on likeness
Action Area 3: Diversity in Curriculum/Co-curriculum				
Goal	Strategy	Objective	Measures	Progress/Updates

Reward and value course content that integrates culturally diverse perspectives where appropriate	Create Inclusion/Diversity Leadership (non-credit) Certificate for Students	To connect with Mark Schaub and Regina McClinton to begin certificate planning	Development of certificate	Student Life: The LLP have offered this program for students since Fall 2010 with approximately 30 students participating each semester
	Provide Women's Issues Volunteer Corps diversity training for students	To continue to connect with all WGS students and others interested	Review training program	Women's Center: Approximately 200 students went through the training in the Fall, 2010 with the diversity component. This will continue in Winter, 2011
	Present on diversity topics at LIB 100, UNIV 201, Workforce Management Course, EDG Social and Cultural Foundations, PSY Courses, Physician Assistant Courses	To provide diversity component to select academic courses	Track number of presentations within each office	LGBT Resource Center: All programs Lib 100 or US 201 approved; all On-Going LGBT Conferences have urls for professors to integrate materials/presentation into classroom. US 380 "Social Justice Engagement" linked to Change U. Eight presentations to 240 students

				Counseling Center: GLBT Issues/Training (35 participants), Unnatural Causes (7 presentations, 250 participants), Diversity Focus Group (10 participants), Diversity Presentation (10 participants), Allies & Advocates (17 participants)
Develop/implement diversity/inclusion campus-wide training/education workshops/programs	Professionals of Color Series	To provide diversity training to key campus constituents	Review participation and program evaluations	In process
	Cultural Heritage Celebrations	To provide diversity training to key campus constituents	Review participation and program evaluations	
	Multicultural Conference	To provide diversity training to key campus constituents	Review participation and program evaluations	Host Annual Multi-Cultural Conference - Dr. Rhonda Olkin – Disability: What’s Important to Know (75 participants)
	Ongoing LGBT Conference	To provide diversity training to key campus constituents	Review participation and program evaluations	LGBT Resource Center: On-going LGBT Conference (98), Greek Allies and Advocates training (102), RA Training (95)
	Her Story Series	To provide diversity training to key campus constituents	Review participation and program evaluations	Two “Her Stories” held in Fall, 2010 with approximately 90 in attendance

	Resident Assistant Program	To provide diversity training to key campus constituents	Review participation and program evaluations	Housing and Residence Life: Intercultural training for staff with Tamber Moore from GRCC. Allies and Advocates inservice training in November. Common reading distributed to staff. Intercultural Mentor training plan completed (implementation, Winter, 2011)
Action Area 4: Organizational Learning - Internal				
Goal	Strategy	Objective	Measures	Progress/Updates
Training and Organizational Development	To establish Diversity Training Committee	To ensure that diversity topics are addressed each year through a variety of training mechanisms	Chairs of committee will track staff diversity training within Division	Dean of Students Office: Committee established, tracking of staff diversity training within Division underway, website established
Provide consultation and intervention	To provide a Mediation Process	To assist resolve conflicts	Participant evaluations	Dean of Students Office: Mediation services offered to campus community
Action Area 4: Organizational Learning - Community Outreach				
Goal	Strategy	Objective	Measures	Progress/Updates
Facilitate and sustain partnerships with GRPS and other districts and diverse populations	Continue GEAR UP program	To create stronger community partnerships mentor high school students and parents	Participant evaluations	In process
	Continue partnership with Allendale Alternative School	To create stronger community partnerships mentor high school students and parents	Participant evaluations	In process

	Co-sponsor Girls in Sports Program with GRPS	To create stronger community partnerships mentor high school students and parents	Participant evaluations	Women's Center: In the process of planning Girls in Sports which will be held in February, 2011. Participation will be capped at 400
	Serve on Western Michigan Fair Housing Board	To promote fair housing	Review actions of the board	Counseling Center: Continue to serve on West Michigan Fair Housing Board to promote fair housing in West Michigan
	Serve as a leader for West Michigan Association for Education of Young Children	To provide GVSU staff with learning opportunities related to young children	Participant evaluations	In process
	Participate in West Shore Aware Collaboration	To ensure West Shore Aware Scholarship for students	Review scholarship awards	LGBT Resource Center: West Shore AWARE fully endowed the LGBT Scholarship with check for \$30,000