DePaul University

<div align="center">

Part I: Follow-up Assessment Report Template

</div>

Date of Follow-up Report Submission: November 11, 2020
Name of Department / Unit: Office of Multicultural Student Success
Name of Contact Person: Kim Everett
Name of Person(s) Completing Follow-up Report: Kim Everett

I. Follow-Up on Last Year's Assessment Report Recommendations

The findings of the needs assessment study of the cultural and resource centers have informed a number of new approaches, most specifically the ways we approach hospitality and community in the physical spaces as well as our outreach efforts. Prior to going remote in response to Covid-19, the staffing patterns and training practices for student employees were to shift to a center specific model. Initially, there were a pool of students that float between centers. While this did give an opportunity for students to interact in diverse environments, it did not allow for the type of investment in a space that fostered a sense of grounding and depth of knowledge and connection. We planned to move to dedicated staff in each center. This would help deepen connections and the sense of investment which could then translate into better service and a stronger sense of community.

The second focus area was in outreach so that more campus community members would know about the work of the centers. Each coordinator created outreach campaigns based on the needs and communication practices of their respective communities. This included CRM campaigns, newsletters and social media engagement.

DEPAUL UNIVERSITY

Part II: Annual Assessment Report Template: Alternative Reflection
Academic Year: 2019-2020

Date of Follow-up Report Submission: November 11, 2020
Name of Department / Unit: Office of Multicultural Student Success
Name of Contact Person: Kim Everett
Name of Person(s) Completing Follow-up Report: Kim Everett

I.   **Reflection on Student-facing Program-areas**

Foster a Sense of Belonging
It has not been especially difficult to maintain connections with returning students who were already connected to OMSS. They have found us via social media and their connections with specific staff members. One complication in this realm has benn staff transitions. While every effort was made to ensure a warm handoff, that is difficult in a remote environment. Additionally, the usual methods of connecting with new students (orientation tabling, welcome week programming and our physical footprint in a high traffic area) has impacted our resch to students who are not enrolled in our programs.

Student Staff Development
We have jad to reimagin the student emplotment experience in a remote envornment. A considerable portion of our studnt employees are dedicated to staffing and maintaining physical spaces. We havetried a few iterations of how we will utilize these talented students to forster community in different wats.

With such stark changes in our delivey methods, we have had to do more interrogation of our "why" and lean less on the "what" when we think about our work. The fall quarter has been a time of unpacking our purposes and determining what methods best achieve that as opposed the spring quarter when we were primarily focused on doing what we always did, but in zoom. So to best do this, we need to revisit our foundations and bridge the gap between our mission and our activities and services with the development and articulation of a theory of change.

Assessment Report Check-List
(to be reviewed between the Assessment Facilitator and their Director. Delete before submitting the final report)

Did you remember to…

☐ Complete Part I (Follow up from last year's assessment report)?
  o Describe all actions taken as a result of last year's report
  o Describe the results of each action taken

☐ Complete Part II (Reflection on Student-facing program-areas)?
  o Explicitly name at least two program-areas
  o Describe potential strengths, challenges, and opportunities related to each program-area
  o Describe additional needs to be successful in your future work
  o Potential action steps for next year
  o Use any available empirical evidence to support your claims (if available)

☐ Delete all instructional text to help you write the report (in italics)?
☐ Insert your unit name into the header?
☐