

**MINNESOTA STATE COLLEGES AND UNIVERSITIES
BOARD OF TRUSTEES**

Agenda Item Summary Sheet

Committee: Diversity and Multiculturalism

Date of Meeting: March 17, 2010

Agenda Item: Follow-up to OLA Evaluation of the System Office

- Proposed Policy Change Approvals Required by Policy Other Approvals Monitoring
- Information

Cite policy requirement, or explain why item is on the Board agenda:

This item is in response to Chair David Olson's charge to each committee to develop a strong response to the appropriate findings or recommendations in the recent evaluation of the Office of the Chancellor by the Minnesota Office of the Legislative Auditor (OLA).

Scheduled Presenter(s):

Whitney Stewart Harris, Executive Director, Diversity and Multiculturalism

Outline of Key Points/Policy Issues:

The Diversity and Multiculturalism Committee will provide direction to the Diversity and Multiculturalism division regarding appropriate responses to the findings and recommendations of the OLA report.

Background Information:

David Olson, Chair, and James McCormick, Chancellor, of the Minnesota State Colleges and Universities requested that the Minnesota Legislative Audit Commission authorize the Office of the Legislative Auditor to conduct an organizational evaluation of the Office of the Chancellor.

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INFORMATION ITEM
FOLLOW-UP TO OLA EVALUATION OF THE SYSTEM OFFICE

BACKGROUND

Mr. David Olson, Chair, and James McCormick, Chancellor, of the Minnesota State Colleges and Universities requested that the Minnesota Legislative Audit Commission authorize the Office of the Legislative Auditor to conduct an organizational evaluation of the Office of the Chancellor. The final report was released in February 2010. The Diversity and Multiculturalism division of the Office of the Chancellor was included in the assessment.

Chair Olson has charged each committee with developing a strong response to this report as it concerns the role of the committee. This information item provides a framework for responding to the OLA report.

OLA Recommendation: Efficiency and Effectiveness

“There may be opportunities for administrative efficiencies through multi-campus or centralized delivery of some services” (page 28 of report). The report included a list of possible areas of study (page 30 of the report).

“Table 2.5: Examples of Campus Administrative Services That Could be Candidates for Multi-Campus or Centralized Service Delivery” (page 30 of the report)

1) “Campus Diversity Training and Recruiting” (page 30 of the report)

Diversity and Multiculturalism Response:

The Diversity and Multiculturalism division currently provides training in both multi-campus and centralized formats. The Diversity and Multiculturalism division has sponsored numerous multi-campus diversity training activities. These include training for New Immigrants provided at Minnesota State Community and Technical College, two American Indian conferences at Bemidji State University and three regional training sessions on backward design. Training on 1B.1 Nondiscrimination in Employment and Education Opportunity Policy is done in a multi-campus format. Training is also provided in many different formats, including electronic delivery systems, for affirmative action officers.

The Diversity and Multiculturalism division also provides technical assistance on affirmative action. In addition, it assists in recruitment by purchasing systemwide

services from MinnesotaDiversity.com (\$14,000) and by supporting participation in the Upper Midwest Higher Education Recruitment Consortium.

The Minnesota State Colleges and Universities system is well aware of the need for an educated workforce. With the changing demographics of Minnesota, it was imperative to reach out to some of our underrepresented communities to let them know that Minnesota State Colleges and Universities is ready to serve them. To reach those underserved populations, the Diversity and Multiculturalism division collaborated with Public Affairs to develop a student recruitment campaign, "Make College a Part of Your Future." The campaign involved advertising as well as brochures in 9 languages and a multi-language Web site. After 11 months, 86% of the brochures were distributed and several are currently being reprinted.

2) "Development of Reports on Students and Programs that Requires use of System Office Data" (Page 30 of the Report)

Diversity and Multiculturalism response

The Diversity and Multiculturalism division utilizes the Office of the Chancellor's Research and Planning division to generate student reports, and the Human Resources division to generate reports concerning employees.

OLA Recommendation: monitoring and benchmarks

"Where feasible, the MnSCU system office should (1) improve its ability to monitor the administrative productivity and efficiency of institutions and (2) measure institution and system office administrative costs against reasonable benchmarks" (page 43 of report).

Diversity and Multiculturalism response

Measuring the effectiveness of Diversity and Multiculturalism presents some inherent challenges. One of the greatest challenges is accurately measuring behavioral changes. For example, the Super Weekend campaign by the Chancellor and other campus officials may result in more students from underrepresented communities, but it is difficult to determine that a particular event resulted in a student enrolling in a specific institution. There are a myriad of factors that have probably contributed to that decision. For example, this spring Minnesota State Colleges and Universities had an increase of 14% in the number of students of color as compared to an increase of 9 % in white students. Although not directly measurable, the Diversity and Multiculturalism division believes its efforts have contributed to the increase. The amount each institution spends on targeted recruitment and retention activities is collected and will be reported to the Board of Trustees in the fall. The following are proposed actions for addressing productivity, efficiency and accountability. Some are already being implemented; some are changes:

- a.** Conduct federally required Office for Civil Rights reviews each year. The reviewed colleges submit voluntary compliance plans that are monitored until all corrective

- action items have been completed. Reports are submitted to the U.S. Department of Education semi-annually. Expected outcome: 100% of campuses will complete their voluntary compliance plans within the assigned time frame.
- b.** Affirmative Action goals will be evaluated to determine whether progress has been made. Expected outcome: 80% of the colleges will have achieved their Affirmative Action goals.
 - c.** All campuses will have campus diversity plans that support the system strategic plan's goals. The division of Diversity and Multiculturalism will evaluate each institution's progress in achieving their plans' objectives on an annual basis. Expected outcome: 100% of the institutions will have a diversity plan that includes timetables and measurable outcomes for improving the success of underrepresented, underserved (disaggregated by race and ethnicity) and American Indian students by 6/31/2011. All campuses will have made progress at achieving their diversity plans' goals.
 - d.** Diversity and Multiculturalism, in collaboration with Student Affairs and Human Resources, will report several accountability measures in the upcoming year:
 - Data on enrollment, recruitment and retention of underrepresented students
 - Underrepresented employee data
 - Access, Opportunity and Success programs outcome data
 - Diversity spending data