Office for Diversity and Inclusion

diversityandinclusion@missouristate.edu
The strategic planning work of the 2009 Executive Council-President’s Commission for Diversity provided a solid foundation for the development of the Office for Diversity and Inclusion. After having chaired the PCFD since 2007, I was appointed by the Board of Governors in April 2010 to serve as Interim Vice-President during this year’s national search process.

During this first academic year, a number of important strategic processes have taken place. The development and dissemination of a model for Making Excellence Inclusive at Missouri State University was a primary goal. This report is organized in a parallel fashion to the Inclusive Excellence scorecard. It uses the four areas of assessment and reporting that will help our campus achieve an environment that is inclusive and excellent for all. Access, Success & Equity concerns our campus composition and the level of participation among various demographic groups. Campus/Community Climate refers to an inclusive environment that fosters excellence for all, as well as a broad level of community engagement that provides leadership and collaboration beyond the boundaries of our campus. Student Learning & Development includes both the formal curriculum and co-curricular educational and enrichment activities that utilize diversity as a resource to improve cognitive and relational skills. And finally, Institutional Commitment concerns the degree to which the university integrates diversity and inclusion into its vision, mission, policies and practices; while committing necessary resources to a comprehensive and shared responsibility to Inclusive Excellence.

This year the PCFD convened a major community-wide Summit for Diversity and Economic Development. This remarkable event was the catalyst for community and regional leaders to gather and consider this essential question: “How do we move forward as a diverse community and overcome our perceived ‘welcoming deficit’ in light of changing demographic, competitive market forces, and the need for increased social responsibility?” This momentous collaboration targeted leaders in Education, Civic/Community, Faith, and Business sectors to assess and address our challenges and opportunities.

Other notable accomplishments during 2010-2011:
✿ adoption of enhanced faculty and staff Search guidelines—designed to assist hiring units conduct broader, more inclusive searches,
✿ specialized training of key leaders who will help develop sustainable efforts in the academic colleges and across campus,
✿ strengthening relationships throughout the community—seeking input and sharing the vision of Making Excellence Inclusive,
✿ increasing capacity for diversity leadership in administrators, faculty, staff and students, and
✿ serving on the Long-Range Strategic Planning Committee to feature Inclusive Excellence as one of the three overarching commitments of the university.

The Office for Diversity and Inclusion is well poised to begin the 2011-2012 academic year with an energized and restructured team. It has been my honor to serve in a development capacity this year.

Leslie Anderson, Ph.D., CDP
Access, Success and Equity

Our campus demographics—the compositional aspect—is one marker of our success as an institution, reflected by the makeup of diverse faculty, staff and students. More important is equitable access, success, and participation across all aspects of campus life: from representation in administrative and other leadership roles, to choices of majors, to rates of completion and meaningful employment opportunities upon graduation.

Minority (HEG) Staff Demographics 2006-2010 (by percentage)

Minority (HEG) Faculty Demographics 2006-2010 (percentage)

Minority (HEG) Student Demographics 2006-2010 (by percentage)

TRIO Upward Bound
TRIO Student Support Services is funded to serve 190 students; this year 225 students were served. 81% of the students are both first generation and low income and there is an 89% graduation rate. http://trio.missouristate.edu/

Hispanic/Latino Outreach and Retention

Beginning with outreach programs for middle-grade students and their families, designed to develop college attendance as a goal for first-generation students; to recruitment and retention once these students become a Bear, our programming is student-focused and comprehensive, with the goal of graduating tomorrow’s leaders.

2010 Highlights:

❖ STEP Conferences
The Student Transition and Education Program (STEP) is a recruitment program for Hispanic students to teach them about financial aid, admission and student life. High school students from Springfield Public Schools attended on day one; other southwest Missouri and Arkansas Schools students on day two. In total, 220 students and 20 parents attended these conferences in 2010.

❖ STEP UP Leadership Institute
STEP UP is a summer development program for future Latino leaders. This year, 14 University students and 5 High School students participated.

❖ Postsecondary Access for Latino Middle-grades Students (PALMS)
This national program works with partner universities to engage mid-grades students in college readiness. We have been a PALMS partner since 2005. www.palmoproject.net/sites/palmoproject.net/files/Hispanic_Initiative.pdf

❖ Feria Escolar
This recruitment program is a collaboration with Crowder Community College and MSU to promote postsecondary education to high school and transfer students. Last year, 25 students participated.

❖ United States Hispanic Leadership Institute (USHLI) Conference
13 students and 5 faculty/staff attended the USHLI Leadership Conference, the largest cross-generational Hispanic conference in the nation, attracting students, young professionals, career professionals and senior citizens. Conference participants come together to develop and strengthen their leadership skills and to grow as servant leaders. Missouri State University students return to campus to provide leadership in the form of panel discussions, presentations, and student organization leadership, as well as to serve in mentoring roles for younger students.

On The Horizon

Our target audience for Fall 2011 STEP Conferences includes 13 SW Missouri counties and 4 NW Arkansas counties with combined enrollment of 20,154 Hispanic/Latino students.
Student Learning and Development

Diversity content in the courses, programs, and experiences across the various academic programs (curriculum) and in the social dimensions and enrichment activities of the campus environment (co-curriculum), provide an environment of learning for the entire campus community. This engagement in content knowledge about diverse groups and cultures helps to develop cognitive complexity (the problem-solving ability to identify, understand, and effectively utilize new information). This important aspect of the institution reflects our Public Affairs Mission and prepares students for addressing the challenges of the world they will enter upon graduation.

On The Horizon

Giving Voice Theatre Troupe will present to faculty at the Fall 2011 Showcase, GEP 101 and Methods Classes, Distinction in Public Affairs Program, and to community partners for staff development.

In conjunction with the Provost’s Office and the Faculty Center for Teaching and Learning, the Office for Diversity and Inclusion will develop additional workshops for curricular enhancement related to diverse viewpoints and populations, strategies for the classroom, and co-curricular engagement related to diversity and inclusion.

Learning in the Classroom and Across Campus

Under the direction of Charlotte Hardin and her staff, Multicultural Student Services provides regular co-curricular enrichment opportunities for the campus and area communities. Faculty and students participating in these educational opportunities can follow up with additional explorations in the classroom as they may relate to the coursework.

Some examples of Heritage Month activities with particular relevance to the academic setting:

- Movie: “Vincent Who?” (Asian American Civil Rights) with discussion. (Asian American Pacific Islander Heritage Month)
- “The Asian Influence – What’s your story?” panel discussion. (Asian American Pacific Islander Heritage Month)
- Diversity Dialogue: “Scars from the Past...In Today’s World” (African American Heritage Month)
- Community Workshop: “Diversity and Economic Development: Building Springfield’s Future”
- Jim Lucas’ lecture “A Tribute to Dr. Martin Luther King, Jr: An Evening of Reflection” (African American Heritage Month)
- Dr. Craig Howe, Oglala Lakota College, South Dakota, “Indian Education: Pride in Our Heritage, Honor to Our Ancestors” (Native American Heritage Month)
- Panel Discussion with Dr. William Meadows, Aniyymiwa, and Jim Smith, Yakima and Lakota “The Origins and Evolution of the Pow wow” (Native American Heritage Month)
- Native American Artist’s talk and demonstration featuring Victoria Fortner “Beadwork, Quilling, and Cornhusk Dolls” (Native American Heritage Month)
- Movie: “For The BIBLE Tells Me So” with panel discussion. (LGBT History Month)
- Movie: “Milk” (SAC) with discussion. (LGBT History Month)
- Carolyn Jessop, keynote: “Escape from Polygamy: One Woman’s Journey” (Women’s History Month)
- “History of the U.S. Women’s Suffrage Movement” panel discussion, audience sharing, Q & A
- Diversity Dialogue I: “Multicultural Ecuador” (Hispanic Heritage Month)
- Diversity Dialogue II: “Discussing White Privilege”
- Carol Gosselink: “A Visiting Scholar’s View of Civil Rights in Post-Revolutionary Cuba: Race, Age, and Gender”
- Elizabeth Rotenberg lecture, “Forgotten Sexuality, Remembering Catastrophe”

“Diversity Engagement in Leadership”

The experiential 3 day class was structured to promote greater understanding and more effective and meaningful interactions across differences of race, class, religion and gender. The class promoted awareness of the student’s own experience and the experiences of others through group discussion, reflections, films and activities. Participants linked experiences to their roles and responsibilities as current and future leaders.

VOICE (Voicing Our Issues Concerning Equity) Retreat

This Student Government Association initiative was designed as a leadership retreat to promote greater understanding and more effective and meaningful interactions across differences of race, class, religion and gender.

Giving Voice Theater Troupe

Giving Voice is a student theatre troupe at Missouri State, which uses interactive theatre to raise awareness and teach skills related to diversity issues involving marginalized and stereotyped persons. The troupe, founded by Dr. Carol J. Maples, associate professor of theatre and dance, has developed specific vignettes focused on classroom, business, and advisement discrimination scenarios, with vignette content drawn from actual experiences of campus and community members.

Workshop participants since Spring 2010 include:
- 186 Faculty, Staff and Administrators
- 150 MSU students
- 50 Business and Community members
- 25 area High School students

In one follow-up survey of 21 participants, the overall impression of the value of the workshop was very positive. Participants “strongly agreed” with items related to the usefulness, positive impact, awareness, skill development and confidence in handling difficult situations such as those portrayed. Participants wrote: “The vignettes were very realistic,” “This was a really great way to practice & process interventions in the classroom.”

Distinction in Public Affairs

In the inaugural year of this program, 32 students completed a year-long experience with 12 volunteer faculty and staff mentors, meeting in large and small groups to better understand the three pillars of the Public Affairs Mission: cultural competence, ethical leadership and community engagement. During the second semester of the program, each team developed and carried out a project dealing with a contemporary social issue that affects our community. Examples included: Impact of Stereotypes, Homelessness, Mentoring Relationships with International Students, Sustainable Community Service Model, Community Building, and Poverty. Students were invited to present their findings in a plenary session at the Public Affairs Conference.

Diversity Book Talks

The Faculty Center for Teaching and Learning (FCTL) held a series of book talks on White Privilege and Disability. Faculty, staff, and students participated.

Universal Design

“Using Universal Design in Online and Blended Course Transformation,” was a panel discussion on how MSU faculty is transforming their blended and online courses to create inclusive, equitable learning environments for all students, including those with disabilities.

Making Excellence Inclusive

Missouri State University, in conjunction with community and corporate sponsors, hosted two summits for Diversity and Economic Development in 2011. The summits included a series of speakers and workshops designed to build partnerships, promote cultural competence and facilitate diversity-related training in the community.

A Pre-Summit for Senior Leadership took place on Feb. 11 in Plaster Student Union. The event was targeted toward community, nonprofit, business, education and faith-based leaders, and featured keynote speaker Consuelo Castillo Kickbusch, who addressed the value of diversity. Kickbusch spoke on “Our Changing World: Diversity and Leadership,” and shared her personal knowledge on becoming an effective leader in today’s global marketplace. At this event, leaders were introduced to assessment measures to utilize in their organizations. After breakout sessions, groups returned to report on “barriers to inclusion” and the needs they identified to increase diversity and build cultural competence within their own organizations and in the community. Evaluations and feedback from the Pre-Summit breakout reports pointed to a high demand for strategies and the “tools of inclusion.”

In response to this feedback, the Diversity and Economic Development Summit, open to all community participants, took place April 28 in Plaster Student Union. This event focused on providing specific skill development for attendees in order to better promote diversity and inclusion within the workplace. Participants chose from a variety of sessions and actively engaged in developing the tools for themselves and their organizations, learned the key aspects of organizational change, and enjoyed an inspirational message from keynote speaker Kendall C. Wright. Wright leverages his innovative insights and extensive real world experience to help organizations and individuals conquer business/life challenges.

Breakout session topics included:
- Giving Voice: Scenarios to Deconstruct Oppression
- Identities and Differences Matter at Work
- Managing Cross Cultural Conflict
- Perceptions and Diversity: Take Me Out of My Box!
- Diversity Beyond Black & White: Religion, GLBT, Disability
- High Performing Companies – Diversity as the Secret Sauce
- Diversity In America: Is it Justified?
- Managing and Supervising Diverse Employees
- Leadership Development for a Diversifying World
- Building Diversity Bridges: The “I-DO” Model
- Learning About Stereotypes
- Beyond Black and White: The OTHER Diversity Issues
- Recruiting, Hiring, and Retaining Diverse Staff
- The Value of Diversity

Diversity and Economic Development Summit Pre-Summit and Summit – Combined Attendance

<table>
<thead>
<tr>
<th></th>
<th>Business Sector</th>
<th>Faith Sector</th>
<th>Education Sector</th>
<th>Community/Civic Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL Organizations/People</td>
<td>Business Sector</td>
<td>Faith Sector</td>
<td>Education Sector</td>
<td>Community/Civic Sector</td>
</tr>
<tr>
<td>72/228</td>
<td>32/61</td>
<td>12/18</td>
<td>9/97</td>
<td>19/52</td>
</tr>
</tbody>
</table>

Campus/Community Climate

Our campus climate is measured by how students, faculty, and staff are able to bring their “best selves” to the endeavor of higher education, and by the degree to which each member of our campus community feels valued and engaged. Our climate is also impacted by our relationship to the communities around us through our engagement with diverse groups and leadership in the region’s efforts to become more inclusive.

Disability History Exhibit

As we move toward Making Excellence Inclusive at Missouri State University, we embrace disability as a part of diversity and value it as an integral part of life. The Disability History Exhibit was a 22-panel collage that traces 3000 years of seldom-told history. From antiquity to the present, the exhibit brought viewers through an illustrated timeline that show society’s attitudes and how they affect the lives of people with disabilities (for more information click here).

Cultural Lenses: A Visual Journey in our Community

This photography exhibit was a diversity project led by Dr. Steven Willis, associate professor of art and design. The art, focused on understanding otherness and diversity through digital images, was contributed by faculty, staff and students. According to one artist, “Most people have not been exposed to the concept of disability as a social construct. It is my hope that this work will lead others to further explore the richness of disability history and culture as well as those individuals who have played a tremendous role in the movement.”

Project Shift

Katheryne Staeger-Wilson, director of the Disability Resource Center, and Dr. Jamaime Abidogun, associate professor of history, were among the 25 selected nationwide to participate in the establishment of Project Shift (Shaping Inclusion through Foundational Transformation). This $340,402 project funded by the U.S. Department of Education is designed to provide support for studying and enhancing disability practices and procedures at institutions of higher education.

Community Engagement, Presentations and Panels

- Greene County Juvenile Justice—Training
- SAHRA (Springfield Area Human Resource Association)
- Leadership Springfield Community Visit
- Rotary Clubs: Springfield North, Sunrise, Southeast
- Rotaract
- Drury University Lunchtime Learning Series
- Missouri Department of Transportation
- The Network – Springfield Area Chamber of Commerce
- Story-Telling Series at the Q: “Stories about Race” Honoring MLK, Jr.
- Isabel’s House Staff Diversity Training, Board Facilitation
- City Utilities Managers/Supervisors
- Muslim Center Solidarity Community Gathering
- “The Gathering” Welcome Wagon
- Juneteenth
- Good Community

Representation in the Community

- City of Springfield, Long Range Planning: Global Perspectives and Diversity Subcommittee, City-Wide Open House
- The Good Community Committee
- Minorities In Business
- NAACP
- Greene County Patient Centered Task Force
- National Latino AIDS Awareness Day

Diversity MODES

Missouri State University took the leadership role in developing a consortium of educational institutions (MSU, OTC, Drury, Evangel, and SBU), whose mission is: To coordinate efforts and to partner between institutions, serving parallel needs for our students, faculty, and staff and the community that surrounds and supports us. As higher education institutions, we recognize both the opportunity and the responsibility to take a leadership role with regard to diversity concerns in the larger community.

The group meets monthly during the academic year. In 2010, MODES developed social media presence (Twitter, Facebook), hosted a student BBQ and music event for students to attend the Pointer Sisters concert. For fall 2011:

- Develop a database to include contacts of university representatives as well as area business and community partners who may be interested in hiring the “trailing spouse” of new hires.
- A shared web-based calendar will cross-list each institution’s events of interest to diverse students/faculty/staff.
- Promote film and discussion series for cross-campus involvement.

Heritage Month

Activities are a wonderful way to engage the entire campus and broader community in the culture, history, food, art, dance and music of our multicultural tapestry of students, faculty and staff. These opportunities to appreciate our similarities and celebrate our differences help us remember that we study, work, live and lead in a shared community. A variety of events are held each month in addition to the creative arts including lectures, film discussions, and panels.

- Hispanic Heritage Month
- LGBT Heritage Month
- Disability Awareness Month
- Native American Heritage Month
- African American Heritage Month
- Women’s History Month
- Asian-American Heritage Month

The first annual African American IMAGE AWARDS Banquet, celebrating the leadership and excellence of African American students and faculty at Missouri State University, was held on April 1, 2011. Pictured here are award winners.
Institutional Commitment

Our success in Making Excellence Inclusive will be indicated through our movement from diversity activities as isolated initiatives to comprehensive and coordinated activities across all endeavors on our campus. This will include the expression of our core values in our mission, vision and strategic planning documents, attention to the impact of policies and practices on diverse populations, leadership modeling from all administrative levels of the institution, development of a comprehensive and aligned scorecard that shares responsibility across campus, and the commitment of adequate resources (personnel and financial).

CNAS Diversity Task Force

Our comprehensive strategies for Making Excellence Inclusive will engage faculty, staff, and students working together to assess and develop specific strategies for the needs and best-practice approaches for their area. Under the direction of Dean Tamera Jahnke, College of Natural and Applied Sciences (CNAS), a Diversity Task Force was appointed representing all departments in the college. Dean Jahnke charged the committee with an internal review focused on questions related to recruitment and retention of students, faculty and staff; skill assessment related to an inclusive climate; and a review of faculty curriculum and classroom strategies. This Task Force submitted a comprehensive report http://www.missouristate.edu/assets/diversity/DiversityTaskForceReport.pdf with initial recommendations, which will serve to inform an ongoing committee whose charge in this next year will be to help develop a college-wide Inclusive Excellence action plan.

While the history of diversity efforts in Higher Education began with compliance, and the compositional aspect of a campus is one important measure of diversity, current best-practice models of Diversity in Higher Education utilize a close relationship between the EOO and the chief diversity officer, to align programming, strategically develop inclusive practices, and promote effective use of a scorecard for Inclusive Excellence. MSU’s Office for Institutional Equity and Compliance, under the direction of Wes Pratt, Interim EOO, has worked closely with the Office for Diversity and Inclusion this past year; guiding trainings and responses to the trends seen in the compliance office, developing clearer Search Guidelines http://www.missouristate.edu/equity/81265.htm, and developing a campus-wide online training module to be launched Fall 2011. This continued close alliance will help the campus community realize its goals of Making Excellence Inclusive.

“Diversity Beyond Composition, Inclusion Beyond Compliance”

Incorporating the Strategies

The President’s Commission for Diversity Executive Committee, formed in 2009, began formal work on a diversity strategic plan in summer 2009. This work was the foundation for the Inclusive Excellence Workgroup (IEWG) for the Long Range Strategic Planning Committee, appointed in Spring 2010. Leslie Anderson, chair of the IEWG, represented the office and the Inclusive Excellence strategies and Scorecard as a member of the Long Range Strategic Planning Committee.

Developing a Comprehensive Approach

The Office for Diversity and Inclusion led a team of 12 faculty and staff to learn best practices for Making Excellence Inclusive at Missouri State University. Each college and several key staff areas had at least one representative. The conference, titled “Facing the Divides: Diversity, Learning and Pathways to Inclusive Excellence,” was sponsored by the American Association of Colleges and Universities (AAC&U). The team met prior to, during, and after the conference to discuss and implement information learned at the conference into strategic planning efforts at Missouri State. The team presented to faculty at the Spring 2011 Showcase for Teaching and Learning.

Building the Core

Juan Meraz, Leslie Anderson and Wes Pratt completed a week-long training to become Certified Diversity Professionals. This comprehensive training led to the development of key strategies in Missouri State University’s long-range strategic plan, and provides a strong basis for Making Excellence Inclusive.

Sharing the Vision

Administrative Council members completed two modules of Cultural Competence Professional Development (4 hours each). Part one focused on historical and sociological factors, while part two focused on developing a clear understanding of a comprehensive model of Making Excellence Inclusive at Missouri State. Some features of this training were: The importance of developing and utilizing an Inclusive Excellence Scorecard, aligning the long range plan with a comprehensive model of Inclusive Excellence, and the importance of senior leadership demonstrating a shared vision of Inclusive Excellence.

Website Development

Over the last year, the Diversity web presence has developed significantly, with internal and external links, a Diversity blog, Diversity spotlight, and a newly developed “Diversity Resource Guide,” an annotated print, film and web guide. http://www.missouristate.edu/diversity/

The Office for Diversity and Inclusion will work with the Vice-Presidents as well as the Provost’s Office and Academic Colleges to utilize self-assessment tools for strategic planning toward Making Excellence Inclusive.

On The Horizon

President’s Commission for Diversity

The PCFD has functioned in an advisory capacity for the university president since its inception in 2005. This group, composed of faculty, staff, student and community members, has tackled issues ranging from the responses to religious, racial and gender insensitivity, to recruitment and retention suggestions, to advising the president on strategies for developing a more inclusive campus. The Executive Committee of the larger Commission was charged with the initial development of a Diversity Strategic Plan, which was used to inform the university’s Long Range Strategic Plan. The PCFD was significantly involved in guiding the vision for the Pre-Summit and Summit for Diversity and Economic Development, held in February and April 2011, respectively. The Commission recommended the development of the Office for Diversity and Inclusion, and the hiring of a Vice-President level position for oversight and facilitation of the university’s diversity initiatives. With this goal becoming a reality, the Commission was retired in May 2011 to make way for a combined community and campus Advisory Board for the VP for Diversity and Inclusion. http://www.missouristate.edu/diversitycommission
**Making Excellence Inclusive**

**Inclusive excellence** is the recognition that an educational institution’s success is dependent on how well it values, engages and includes the rich diversity of faculty, staff and students with all the valuable social dimensions that they bring to the enterprise of higher education. Missouri State University shall demonstrate a comprehensive commitment to inclusive excellence, which will be reflected by policy, planning and actions throughout the institution.

**MSU Web Site is Voted #1 in the Nation for the Visually Impaired**

MSU works to proactively design inclusive environments for those with disabilities. Sara Clark, Director of Web and New Media, has made web accessibility a priority. The Chronicle for Higher Education recognized this work by ranking MSU number one in web accessibility for blind users. [http://chronicle.com/article/BestWorst-College-Web/125642/](http://chronicle.com/article/BestWorst-College-Web/125642/)


**Multicultural Leadership Scholarship:**

A maximum 4-year scholarship offered to high school seniors who must rank in the upper one-half of their class. All applicants must have demonstrated leadership in multicultural, school or community activities. Historically underrepresented minorities at Missouri State--African-Americans, Asian-Americans, Hispanics and Native-Americans—are encouraged to apply. Scholars assist with planning and also participate in diversity-related events across campus. Renewing scholars are required to complete community or campus service to be considered eligible for the fourth year of the scholarship.

**Multicultural Leadership Scholarship Recipients:**

<table>
<thead>
<tr>
<th>AY</th>
<th>2009-10</th>
<th>2010-11</th>
<th>2011-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awarded</td>
<td>47</td>
<td>43</td>
<td>54</td>
</tr>
</tbody>
</table>

Special thanks to Missouri State University Office of Photographic Services for the use of photos.