<table>
<thead>
<tr>
<th>Actions</th>
<th>Tactics &amp; Success Criteria / Tasks</th>
<th>Status/Result</th>
<th>Action &amp; Follow-Up</th>
</tr>
</thead>
</table>
| Admin (SA) - Multicultural Affairs (Strategic) - 1.4b.5* - *Track retention and graduation rates for target populations | Tactic: F.R.E.S.H. Peer Mentoring Program  
Tactic Year: 2013-14  
Success Criterion: Retention rate higher than cohort.  
Assessment Method Type: OIR Provided Report  
Additional Resources Requested: $6,000.00 funding to cover cultural and social outings, and retreat. | 06/06/2014 - Did not attempt to do the F.R.E.S.H program due to the lack of funds.  
Status/Result Type: Not Yet Begun  
Reporting Cycle: 2013 - 2014 |                                                                                                  |
| Action Years:  
2012 - 2013  
2013 - 2014 | Action Status: Active                                                                                                                            |                                                                                                          |                                                                                                      |
| Admin (SA) - Multicultural Affairs (Strategic) - 1.6b.1 - Expand participation in:  
- Student Government/Freshman Council  
- Student Activities Council  
- Greek life  
- Minority Student Organizations  
- Adult and Commuter Student Organizations  
- Intramural sports  
- Leadership programming  
- Registered Student Organizations | Tactic: Host Multicultural Student Leadership Retreat  
Tactic Year: 2013-14  
Success Criterion: Enhancement of Multicultural awareness and Leadership skills.  
Assessment Method Type: Workshop/Program Evaluation | 06/12/2014 - Forty-two students from nine diverse cultures attended the Multicultural Leadership Retreat, all participants listed three things learned, what they thought was missing from the retreat, and rated the retreat. The average retreat rating was 9.5 on a 10 point scale and it was noted that students wanted more activities and time to actually get to know each other. They vowed to collaborate with each other during the school year.  
Status/Result Type: Completed  
Reporting Cycle: 2013 - 2014 |                                                                                                  |
| Action Years:  
2012 - 2013  
2013 - 2014 | Action Status: Active                                                                                                                            |                                                                                                          |                                                                                                      |
| Admin (SA) - Multicultural Affairs (Strategic) | Tactic: Attend the Southwestern Black Student Leadership Conference  
Tactic Year: 2013-14  
Success Criterion: Students will be elected to leadership positions  
Assessment Method Type:  | 06/12/2014 - Thirty-nine student delegates attended the Southwestern Black Student Leadership Conference. The conference encompasses leadership and networking skills, and self-improvement techniques. Thirty-one of the students were elected to leadership positions with their organization or were selected to University wide leadership positions.  
Status/Result Type: Completed  
Reporting Cycle: 2013 - 2014 |                                                                                                  |
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<tbody>
<tr>
<td></td>
<td>Observational Reports</td>
<td>Reporting Cycle: 2013 - 2014</td>
<td></td>
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<tr>
<td></td>
<td><strong>Tactic:</strong> Encourage students to explore opportunities available in university wide programs</td>
<td>06/12/2014 - 12 students were chosen to hold sixteen positions in University wide programs.</td>
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<td><strong>Tactic Year:</strong> 2013-14</td>
<td><strong>Status/Result Type:</strong> Completed</td>
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<tr>
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<td><strong>Success Criterion:</strong> selection to university wide programs and leadership positions.</td>
<td><strong>Reporting Cycle:</strong> 2013 - 2014</td>
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<td><strong>Assessment Method Type:</strong> Survey (locally developed)</td>
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<td><strong>Additional Resources Requested:</strong> Students will be surveyed to ascertain selections to leadership positions.</td>
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Admin (SA) - Multicultural Affairs (Strategic) - 5.5a.1* - “Each Student Affairs department will measure customer satisfaction and/or evaluate processes to ensure a service-orientation

**Action Years:** 2013 - 2014

**Action Status:** Active

| Tactic: Customer satisfaction will be monitored through recorded visits as it relates to counseling (i.e., personal or organizational advisement) and programming. | 06/13/2014 - The Office of Multicultural Affairs had an estimated 4,051 contacts, including Counseling Sessions: 420 Advisory Sessions: 510 Prospective Student Contacts: 500 Lambuth Advisory: 21 | **Status/Result Type:** Completed | **Reporting Cycle:** 2013 - 2014 |
| Tactic Year: 2013-14 | **Success Criterion:** Students satisfaction with the service being provided | | |
| **Assessment Method Type:** Survey (locally developed) | | | |
The following chart reflects data from the F.R.E.S.H. Peer Mentoring Program from fall 2008 to spring 2013. There were 464 mentees from fall 2007 to spring 2013. Of these students, 138 graduated, 113 are currently enrolled, and 213 not enrolled prior to completion of spring 2013. This yields 54% Retention of F.R.E.S.H mentees.

Between Spring 2010 through spring 2014 there have been 800 students inducted into Black Scholars Unlimited. 295 have graduated, 429 are currently enrolled, and 76 are not enrolled. This yields a graduation and retention rate of 90.5% and not enrolled of 9.5%.
**External Funding**

Epsilon Kappa  
Author Holmon Scholarship Donation  
Multicultural Affairs Gifts

Total External Funding  $19,568.80