



ANNUAL REPORT

2022-2023

OFFICE OF MINORITY
STUDENT AFFAIRS



UNIVERSITY OF
ILLINOIS
URBANA-CHAMPAIGN

GUIDING PHILOSOPHIES

Mission

The Office of Minority Student Affairs' (OMSA) mission is to provide exceptional support services that enhance the academic achievement, personal development, and graduation rates of first generation, low-income, and historically underrepresented students at Illinois.

Vision

OMSA's vision is to become the campus leader and national trailblazer in transforming the lives of first generation, low-income, and historically underrepresented students.

Organizational Priority

We will continue enhancing our organizational culture by operationalizing the following principles: **S.O.A.R.**— **“Excellence in Service, Organizational wellness, Assessment and Results.”** Metrics for this priority include student satisfaction assessment, learning outcomes assessment, employee satisfaction assessments, and evidence of student success as defined by the metrics for goal number one above.

ACCOMPLISHMENTS

Accomplishment #1

Following on the heels of the largest led campus National First-Generation Day Celebration, the OMSA now leads the campus' NASPA First Scholars Network initiative.

Accomplishment #2

TRIO Students continue performing at high levels, across all programs: 97% graduation rate among TRIO Talent Search High School Seniors and 100% of TRIO Talent Search students (6th grade-11 grade) persisted in school, advancing to the next academic grade level; SSS students reported a 94% persistence rate and 89% good academic standing rate during SP23; a McNair Scholar

Accomplishment #3

The OMSA provided over 27,189 points of contact through our Advising & Mentoring program, including 2,301 one-on-one mentoring sessions; 13,377 points of contact through our TRIO SSS program, including 488 individual advising sessions; and 2,450 tutoring sessions with 377 unique students in a year that continued to be impacted by social distancing restrictions. Overwhelmingly, these services are utilized by First Generation students and Student of Color.

Accomplishment #4

This year, the OMSA was extremely proud to honor 5,318 of our students at our 55th Annual Mom's Day Scholastic Awards Ceremony. Of these students, 1,983 earned a 4.00 GPA in either the Spring 2023 or Fall 2022 semesters, with the remaining 3,335 earning a 3.67 or better.

Accomplishment #5

FY23 was a historic year for OMSA. The OMSA wrote a proposal requesting restoration of a full budget. The Office of the Provost approved eighty percent (80%) of our funding request which doubles our recurring funding and provided nearly a quarter of a million dollars towards non-recurring funding.

CHALLENGES

Unlike some of our institutional counterparts, our interpretation of federal regulations governing financial aid around research experiences for undergraduates and total cost of attendance budgets meant that three (3) of our McNair scholars (including our program's Outstanding Scholar Award recipient) these students were unable to receive a stipend. The designation of our research stipend is a detriment to program recruitment, student success and well-being (by creating a financial hardship and disincentivizing the program), and effective program management (i.e., the ability to provide deserving students with federally funded grant awards for their research activity).

Although the Advising & Mentoring team has welcomed two new staff members, we are still understaffed and assigning our staff members large student caseloads to meet the demand. We continue to have constraints with space, and we are located across multiple offices including being embedded inside a campus advising unit, Division of General Studies.

KEY PERFORMANCE INDICATORS

Indicator #1

Student interactions with OMSA Advising and Mentoring Services: **2,301**

Indicator #2

Total UIUC student interactions logged by all OMSA units: **6,191**

Indicator #3

Total unique UIUC students served by all OMSA units: **1,412**

More details about how KPI's are calculated are available upon request.

STRATEGIC GOALS 2023-2024

Goal #1: Increase the number of unique students served in advising and tutoring by 10%.

Theme: Equity, Inclusion, and Justice

How will it be achieved: Directly interacting with students is amongst the most impactful work the OMSA achieves every year. Each of our units has programs in place to provide academic, personal, and career development services to students. By continuing to adapt our services to reach the most students, we will implement and advertise in-person, hybrid, and online services to the largest possible cohort of OMSA students.

Metrics: Service delivery numbers will be compared to that of the 2022-2023 academic year, across Advising & Mentoring and Tutoring and Academic Services. This will be monitored through the 2023-2024 academic year.

Goal #2: Develop a multi-year recruitment and hiring, promotional plan which allocates the newly recurring state revenue.

Theme: Human Resources

How will it be achieved: By consulting the associate and assistant directors around their immediate subunit needs, utilizing campus new recruitment tools, working with our marketing and communication coordinate to develop a communication plan of the positions, working with SA-HR and IHR to streamline our processes.

Metrics: A completed working document along with the completion of the first phase of recruitment, hiring, onboarding, and training of new staff.

Goal #3: Integration and Implementation of the online tutoring platform

Theme: Technology for Learning

How will it be achieved: Continue working with purchasing to complete the procurement process. Then, work with SATech and campus IT security around embedding the service into Canvas. Next, work with our Tutoring and Academic Services Team along with our communication and marketing coordinator to develop an education and communication plan.

Metrics: Run regular usage reports and provide these to leadership.

OVERVIEW OF PROGRAMS/SERVICES

OMSA's mission is to provide exceptional support services that enhance the academic achievement, personal development, and graduation rates of first generation, low-income, and historically underrepresented students at Illinois through our Advising & Mentoring, Tutoring & Academic Services, and four federal TRIO programs. While the lingering effect of COVID continues to dampen our overall service numbers, we are proud of the impact that we had across campus this year.

Advising & Mentoring

- 27,189 total interactions were logged during 2022-2023. This includes 2,301 one on one interactions and 924 hours of direct service. In total, 1,161 New Full-Time Freshmen (NFTF) and Transfer students were identified for our high-impact services. Both one on one interactions (-27%) and hours (-24%) saw reductions over 2021-2022, largely driven by a high degree of staff turnover and assigning of other roles.
- 702 unique students had individual interactions with an OMSA Mentor—maintaining 100% of 2021-2022 utilization.
- 2,096 students utilized services through StudentLingo, our 24/7 academic skills web partner. These students visited 3,901 times with 601 hours of content viewed. This marks a **major increase** over the previous year (2021-2022: 1,230 students made 2,285 visits over 277 hours).

Tutoring at the Academic Services Center

- 377 unique students attended tutoring—a small increase over 2020-2021 (355 unique students).
- 2,450 individual visits totaling 4,695 hours in tutoring services were provided. Both the number of tutoring sessions (+27%), and the number of hours of tutoring provided increased (+103%) over 2021-2022.
- 133 tutors on campus utilized our tutor training services through TutorLingo, our 24/7 tutoring skills web partner, an increase of 39%. These tutors visited viewed 676 total training modules throughout the year.

Academic Outreach

- In collaboration with Illinois Student Government, the OMSA provided iClicker through the iClicker Loan Program to nearly 340 students.
- Approximately 205 first-year students attended the 2022 OMSA Welcome Seminar
- Fall 2022 over 300 students attended the OMSA Campus Welcome Celebration
- 60 students, faculty and staff attended the OMSA First-Generation Celebration
- OMSA awarded 16 scholarships and approximately \$14,000.00 at the Annual Fall Scholarship Banquet where we had 43 students, staff, and advisors in attendance.
- OMSA Ambassadors onboarded 14 new OMSA Ambassadors

TRIO McNair Scholars

- **31** McNair scholars participated in research related activities such as project Submissions, 2023 Summer Research Institute, other Summer Research Experience for Undergraduates (REU) Participation, On-campus Summer Internship Participation and Off-campus Summer Internship Participation
- **24** McNair scholars participated in research activities at least once during the 2022-2023 academic year.
- **6** – 2023 McNair Graduates have started or are anticipated to start graduate study August 2023 at UIUC (e.g., CHLH, SSW, BUS, ENG, BIOL)
- **3** – 2023 McNair Graduates who were admitted to graduate school programs but have deferred to identify more funding and/or a better institutional/advisor fit
- **3** – 2023 McNair Graduates who will work in industry prior to pursuing graduate studies
- *McNair Scholars attended and presented at several Conferences.*
 - 2022 Illinois Summer Research Symposium (12 presenters)
 - 24th Annual National Conference for McNair Scholars & Undergraduate Research (9 presenters)
 - The 2023 Gabriel E. Gallardo Research, Student Leadership & Advocacy Symposium (1 presenter, 1 attendee)
 - 2023 Illinois Undergraduate Research Symposium (1 presenter)
 - 2023 McNair Scholars Program E.M.E.R.G.E Celebration (5 presenters)
 - 2023 SAEOPP McNair/SSS Conference (9 presenters)
- McNair Scholars attended several Graduate School Fairs.
 - 24th Annual National Conference for McNair Scholars & Undergraduate Research Graduate School Fair (9 participants)
 - The 2023 Gabriel E. Gallardo Research, Student Leadership & Advocacy Symposium Graduate School Fair (2 participants)

- The 28th Annual SAEOPP McNair/SSS Scholars Research Conference Graduate School Fair (9 participants)

TRIO Student Support Services

- Served 263 students.
- SSS successfully recruited 67 students for the 2022 Cohort and served 263 students for the FA22- SP23 academic year. The SSS Grant was written to serve 258 students.
- 77 SSS students graduated or are scheduled to graduate in May or August of 2023
- TRIO SSS held 17 workshops and events that included educational, cultural, mentoring, and fun events. The aggregate number of students attending was 233.
- SSS Direct Services and Referrals

Services	Direct Services	Referrals
Help with Course Selection	97	68
Financial Aid Literacy	172	174
Help with applying for financial aid	166	57
Assistance with applying for Grad School	39	35

TRIO Talent Search

- 499 total TRIO Talent Search Participants (99.8%)
- 97% of graduation rate (TRIO Talent Search Seniors)
- 100% of TRIO Talent Search students (6-11) persisted in school for the next academic grade level.

TRIO Upward Bound

- 101 students from Champaign and Urbana community were provided services by the program during this Academic Year and Summer Component. During the Academic Year, students were provided holistic services, during monthly school meetings, various cultural, and college visits. Saturday Academy occurs twice a month for two hours students receive tutoring in their high school subjects, as well as STEM, cultural activities, SAT, and Career programming. 71% of the students maintained a GPA of 2.5 or above.
- 37 Upward Bound participants participate in our summer 2022 program where students participated in enrichment courses, career exploration, SAT pre, identify development and cultural awareness. Students were able to increase their critical thinking, problem-solving and collaborative relationships.
- Funded number: **102**; Number of Participants Served: **91**
 - Academic Performance (2.5 GPA) 80%
 - Standardized Test Performance 30%
 - Retention and Graduation 88%
 - Rigorous Program 100%
 - Postsecondary Enrollment 80%
 - Postsecondary completion 27%
- 2022-2023 Funded number: **102**; Number Current Participants Served: **101**

ASSESSMENT

The OMSA has continued to expand its assessment practices and continues to push for improvements across all units within the office. This summer each OMSA subunit has begun working with the SSIB Director of Research and Assessment to move all paper instruments electronically as well as develop a strategy to identify strengths and opportunities for growth, better centralizing the data we collect for us program and to create and populate dashboards that will better assist with comparison tracking.

EQUITY, INCLUSION, JUSTICE

The OMSA has an abiding commitment to diversity, both amongst our staff and within the services we provide. The OMSA's staff is one of the most diverse on campus. Of our current 18 FTE employees, 56% identify as African American/Black, 22% as Latinx, and 22% as White. 61% of our professional staff identify as women and 63% of OMSA's units are led by women. 78% of OMSA's professional staff members hail from historically underrepresented communities and 100% of our departmental leaders do as well.

	Number of Students	Percentage of Undergraduates
Race-Eligible	7,647	21.1%
First-Generation	8,118	22.4%
Low-Income	5,146	14.2%

In addition to the services provided to University of Illinois students, our TRIO Talent Search and Upward Bound services provide college preparatory services to more than 600 middle and high school students from Champaign, Decatur, and Urbana. This is exemplified by our TRIO Talent Search population where 79% of students identify as low-income and first-generation and 72% identify as African American/Black.

Our commitment to pre-college students even extends beyond those directly served by our TRIO programs. The OMSA has expanded efforts in partnering with the Office of Undergraduate Admissions to provide materials about our services and efforts on campus to all students who are accepted. This, in addition to other yielding activities, has led to higher rates of incoming students recognizing our office and individual staff members featured in our communications. It is through this early community building we hope to show all students that they do indeed have a place at the University of Illinois. The OMSA has been committed to inclusive excellence for more than five decades; we are committed to sustaining our efforts indefinitely.

COLLABORATIVE PARTNERSHIPS

Collaborative partnerships are integral to the success of nearly all the services provided through the OMSA. Below are selected examples of partnerships we participated in during the 2022-2023 AY.

Campus and System Collaborations

The OMSA participated in dozens of recruitment, yielding, and outreach activities. Events include, but are not limited to, Summer Registration, Grainger College of Engineering's ARISE Program, Inbound, Salute to Illinois Scholars, Salute to Academic Achievement, Private Housing, Community Health Orientation OMSA Presentation, School of Social Work OMSA Presentation, Fall 2022 Majors & Minors Fair, the Chicago Public Schools COMPACT Initiative, and numerous middle and high school visits.

OMSA also partnered with the Office of Undergraduate Admissions. Through the OUA, we emailed all new accepted/admitted students once a month, beginning in February and continuing through to their arrival on campus. As we have reported in previous years, this effort has led to many more students attending the OMSA Fall Welcome program.

Student Affairs Collaborations

The OMSA Excellence Awards—awarded annually to four graduating students who exemplified excellence in academics, leadership, and community service. Each year the OMSA collaborates with La Casa and the Bruce D. Nesbitt African American Cultural Center to present these awards at their respective congratulatory ceremonies.

The Black & Latino Summit—a program designed to explore the intersections of race and gender cosponsored by Office of Inclusion and Intergroup Relations, Bruce Nesbitt African American Cultural Center, La Casa, the OMSA and other UIUC collaborators.

D.I.N.E. (Diversity Inclusion Network Exchange)— a career development activity focused on inclusion and diversity cosponsored by the Career Services Network, various units within Student Success Inclusion and Belonging, University Housing.

F.O.C.U.S. (Fostering Opportunity, Community, and Unwavering Support)—a career development initiative sponsored by OMSA, the Career Center, and private donors that seeks to mitigate the disparities in post-graduation outcomes for underrepresented and first- generation graduates at Illinois. OMSA Satellite Services: the OMSA provided on-site advising and mentoring drop-in services to students in the Bruce Nesbitt African American Cultural Center and La Cultural Latina on a weekly basis to strengthen our partnership with key Student Affairs collaborators and expand our accessibility to historically underrepresented students at UIUC.

OMSA's collegiate academic services as well as the TRIO SSS staff partnered with the La Casa, the Asian American Cultural Center, the Bruce Nesbitt African American Cultural Center, McKinley, Counseling Center, Office of Student Financial Aid, Women's Resources Center, WILL Radio and TV Station, Illiac and i-Promise on a host of workshops and events targeting OMSA students.

The OMSA's pre-college programs partnered with McKinley Health Center, Facilities & Services, Housing & Dining and La Casa to provide events throughout the year while providing services on campus.

Academic Collaborations

The OMSA's Advising & Mentoring and Tutoring & Academic Services units continued to partner with the colleges of AHS, ACES, BUS, EDU, ENG, FAA, LAS, MEDIA, SSW, and the Division of General Students (DGS) to provide advising, mentoring, tutoring, and other academic support services.

The OMSA collaborated with the Campus Honors Program again this spring to host its eighth annual recruitment luncheon for talented, underrepresented, second semester freshmen.

The OMSA's Tutoring & Academic Services unit continued to coordinate activities for the campus-tutoring network, the Illinois Learning Support Professionals with CARE in Engineering, the Chemistry Learning Center, the Writers Workshop, and other academic support centers on campus.

The OMSA's pre-college programs partnered with Grainger College of Engineering, the School of Music, and the Department of African American Studies to provide workshops and events throughout the year while providing services on campus.

Community Collaborations

In collaboration with the Champaign & Macon County communities and organizations such as the Boys and Girls Club, Urbana Neighborhood Connection Center, Regional Planning Commission, AVID (CU4SD & USD116), 4-H (Illinois Summer Academies, UIUC Principal's Scholars Program, UIUC Upward Bound and other programs, the TRIO Talent Search continues to engage and support parents, guardians, mentors and other family members to promote and encourage student learning, student growth and self-advocacy and assist in the students and families returning to education in order to make their transition seamless.

GOAL UPDATE

Goal #1: Return to pre-pandemic levels of advising and tutoring service deliveries. Status: In Progress.

The OMSA continues to work to return to pre-pandemic levels of advising and tutoring services. To help achieve this goal moving forward, we are continuing examining our various modes of communication, additional means for quantifying our services and reaching out to peer programs to hone our methodologies.

Goal #2: Increase academic programming and partnerships with AACC, La Casa, BNAACC, and NAH. Status: On going.

While a goal like this is never truly accomplished, we believe we have made multiple strides to improve our partnerships with our peers in AACC, La Casa, BNAACC, and NAH. This year we hosted the second semester of the inaugural iSucceed program at BNAACC. We provided support and presence at the end of the year Lavender ceremonies. We're providing office space for the inaugural director for the new Salaam Middle East and North Africa Cultural Center. We've served as academic and OMSA services workshop presenters at La Casa's annual Conéctate, the Affirmative Action Program with AACC, OMSA Presentation for Ladies of Virtue through BNAACC and participated in campus tours and presentations coordinated through BNAACC and La Casa.

Goal #3: Implement and assess OMSA's new i-Succeed pilot program in Advising & Mentoring.

The OMSA Advising & Mentoring unit launched our first continuing student experience program, *iSucceed*. The program had two facilitators for two cohorts and met once a week (one cohort met on Tuesday 12-1:30pm and the other met on Thursday 4-5:30pm) for 13 weeks. We had 37 consistent participants (meeting 74% of our target goal of 50). During the spring term one of our co-facilitators transitioned to a new institution. Nevertheless, we were able to pivot, combining both cohorts, to sustain the momentum.

FACILITIES

The OMSA's space shortage remains dire. With increasing demands for services driving additional hiring, the OMSA continues to face difficult questions regarding space with fewer options. While the OMSA continues to adapt, we are nearing the end of our ability to adjust our current space. The OMSA needs a more suitable, single home to unify our programs and strengthen the impact we can have on the students we serve.