

**Themes from CCC External Review visit
Friday, February 18, 2011**

1. The value of the Cross Cultural Centers to the University is high. The CCC staff (students and full-time) may not be aware of how highly regarded they are across campus, with faculty, staff, administrators, students, and departments within the U-SU.
 - a. Recommendation. Lines of communication regarding value of CCC are vague. Develop lines of communication for the CCC story/accomplishments to reach multiple levels of campus, from U-SU to Student Affairs to Academic affairs.
 - b. Effective collaboration with academic departments and with Student Affairs departments demonstrated.
 - c. Highly regarded by faculty for vision, assistance, and timeliness.
2. Quality of advertising is exemplary
 - a. Outreach to faculty and relevant staff on campus is excellent.
 - b. Recommendation. Document the intentionality of the outreach process – i.e. that you actually open the course schedule/catalog each quarter, that you are thinking about which classes and faculty make sense to outreach to.
 - c. Recommendation. Documenting the intentionality shows the University that you're thinking about student learning outcomes
3. The assessment and evaluation tools are good.
 - a. Recommendation. Align and adjust the questions with the learning outcomes of the CCC and also with the University's learning outcomes.
 - b. Recommendation. Document which classes are using your services – i.e. class presentations, extra credit, gather syllabi, ask for papers from students.
 - c. Recommendation. While we see evidence of this alignment with CCC learning outcomes and University learning outcomes, the need to document these processes is important. We learned about these in conversation, but didn't see them written in the report although these linkages are happening.
4. The director's leadership is exemplary.
5. There are many advocates for the CCC within the University community. No one had major suggestions for improvements in current practices – it's like polishing the gold.
6. People who used the center regularly struggled to identify any room for improvement for the CCC.

7. There is evidence that students who use the CCC resource centers interact with each other beyond their center walls and identities. This is commended and demonstrates an effort on CCC staff to develop cross-cultural interactions. Document the efforts.
8. The University should be applauded for including CCC events in the University website calendar.
9. Physical structure and infrastructure –
 - a. The new space is so much better, a common theme among people interviewed.
 - b. Most didn't have a context to compare other than King Hall. Regarding could there be more – this didn't come up organically, though the need to develop programs for specific communities not named in the CCC names did come up when probed.
10. Interactions with CCC staff and programs
 - a. People are made to feel welcome in programs
 - b. People leave with more information than when they entered.
 - c. Program evaluations are a good measure and good first step in measuring if people are leaving with new information.
11. Behaviors as a result of interacting with CCC space and programs
 - a. Evidence demonstrated that those who don't use regularly altered their opinions about the CCC, other communities, etc... after attending the CCC or a program.
 - b. Students are not territorial about the spaces due to the names or titles of the resource centers within the CCC.
12. The University should be applauded for including the CCC on the University homepage. It's prime real estate that should continue to house a place for CCC. Shows the institution's emphasis on the importance of the CCC to the campus community due to this placement on the University homepage.
13. Word association and definitions of the CCC.
 - a. If Student Activities/Involvement is defined as/considered "fun", then the CCC is defined as/considered:
 - i. Engaging
 - ii. Dynamic
 - iii. Transformative
 - iv. Brave
 - v. Smart
 - vi. Creative
 - vii. Educational
 - viii. Challenging
 - ix. Accepting

- x. Deep
- xi. Intimacy/Intimate – i.e. people speak, learn, move about freely without boundaries, judgment, or fear of what others think; honesty, sincerity, realness of interactions
- xii. Timely
- xiii. Fun came up, but only as a “fun, and...” type statement.

14. The CCC plays an important role in the co-curricular life of the university, faculty, and to students when they return from CCC event to the classroom. CCC should be applauded for reaching out to academic world.
- a. Recommendation. Need faculty to share information with each other about how the CCC is being used for classroom purposes. Need CCC to pursue information from faculty about how CCC is being used for classroom purposes.

Initial Recommendations – (full recommendations forthcoming in final External Review report)

1. CCC (and other Student Services/Activities departments) needs to engage in a long-term strategic planning process. The CCC, like all academic departments and student affairs departments, need a road map, beyond the coming quarter or academic year.
2. CCC needs to look at how current CCC student learning outcomes align with the University’s student learning outcomes. There are overlaps and alignments. Now need to see how some language can match, if it isn’t already.
3. CCC needs to document how efforts contribute to University retention. CCC isn’t the sole provider of retention efforts, but what it does offer can be followed up on.
 - a. Again, document the intentionality of the processes already in place.
 - b. Document anecdotal stories from students, staff, faculty @ retention/graduation.
 - c. Information from cultural grads, informal talks, etc... can show how work impacted student’s decision to stay or feel supported or at home in CCC.
 - d. Assess STARS mentor program, matching, and workshops for any anecdotal or statistical impacts on retention.

Commendations from 2002 Review Process – (full commendations forthcoming in final External Review report)

1. Blueprint to reality. The CCC new space translated beautifully from initial vision, architect plans, to reality. The U-SU should be commended for guiding this vision and making it a reality.
2. The U-SU has increased its budget commitment to the CCC in the past 5 years.
3. The breadth and depth of CCC programs and services has expanded and should be commended.
4. The CCC is flexible and edgy when looking at new programs, venues, and planning.
5. The CCC student staff is highly developed. They are “near professional” in their current work, the ways they interact with faculty, staff, and administrators, and they have a fierce loyalty to the CCC. They are prepared to move into entry-level Cultural Centers or Student Development work due to the level of training and development they receive.