Describe your department's year.

Fall 2019 was a very successful start to the year. We had 45 participate in the ODI Kick off. This is a program for first-year students who are students of color and/or queer & trans plus. It is a multi-day experience to introduce students to campus, prepare them for UMD, and get them connected with other first-year students. Forty (40) International Students participated in the ISS Orientation. Students completed an online module as well as a 3-day in-person orientation. In September, we opened the newly renovated Multicultural Center (MC). CORE Ambassadors Program hosted 7 campus visits with a total of 359 prospective students participating. Multicultural Center student organizations were able to have very successful Fall events and programs. The Black Student Association was able to host Soul Food Dinner and Black History Month events. The International Club also hosted their Annual Feast of Nations. ODI was a co-sponsor of the Twin Ports MLK March and Rally. Unfortunately, with the arrival of CONVID-19, our offices and MC were closed. All programs and events planned for March, April, and May were canceled. We moved all services and programs to a virtual model.

Summarize the impact of COVID-19 on your unit's operations.

We closed our offices and Multicultural Center in March 2020. We moved all our services and programs to a virtual model. Google hangout, and zoom became the new mode of communication. ODI Staff immediately reached out to students and communicated with them on how to reach them. We saw a decrease in student contact. Many of our students returned to their hometowns and encountered other significant challenges such as family issues, access to technology, income, and health.

Many of our students who worked on-campus or off-campus were impacted by the closing of UMD and many off-campus restaurants and businesses. Student loss of income was and continues to have a huge impact on their lives.
Unit operations, continued

The majority of international students were unable to return to their home countries. Many of them experience loss of income support from their families and/or lose their campus employment. We immediately reached out to staff, faculty, and community members to donate grocery gift cards and monetary donations to the ODI Emergency Funds. The community was extremely generous, and we could provide emergency funds to 82 students.

In May, the murder of George Floyd had a devastating impact on our Black Students. ODI staff and students, along with our students, participated in rallies and marches. We reached out to our students and offered virtual spaces to grieve and process this violent attack. We partnered with the NAACP Young Adult Committee and hosted daily free space for youth and young adults.

Unfortunately, with the arrival of COVID-19, our offices and the MC had to close. Fiesta, Hmong Cultural Night, Oromo Night, and Africa night were canceled.

We moved all services and programs to a virtual model. Office of Diversity & Inclusion staff and Multicultural Center student groups hosted several virtual events, such as trivia nights, watch parties, express yourself a week, and the Emerging Connections: Queer Pen Pal Project.

While COVID-19 has had a significant impact on our work. We have been able to be creative in the delivery of our programs and services.

Provide an assessment result that was important and informative for your department. What did you assess and what did you learn?

This year we decided to send separate assessments to students, depending on the program and service.

Overall, students were satisfied and provided positive feedback regarding the CORE Tutoring, Ambassadors, Mentoring Programs. Eighty-nine percent (89%) of students gave CORE programs had an overall rating of “Excellent” (55%) or “Good” (34%). International students are highly engaged with ISS and overall have very positive experiences with our office. Ninety-nine percent (99%) of students gave ISS an overall rating of “Excellent” (82%) or “Good” (17%).

In Fall 2019, 84% of students indicated that they visit the Multicultural Center between one to three times a week. 36% of students said they visit the Multicultural Center to Study, and 85% visit the MC to socialize with other students.
Summarize the condition of your departmental budget at the end of the year. Discuss revenues, expenses, and (if applicable) refunds in broad terms.

At the end of FY 2020, Operational Balances were $45,263 for the Office of Diversity & Inclusion programs. International Student Enrollment was down in Spring 2020. We depend on student fees for one of the ISS positions. We had to cut some expenses before the end of the year to make sure there was enough funding to cover one full-time staff member’s salary. COVID-19 impacted Spring 2020 International Student enrollment. We also did not replace one vacant ODI position. We will continue to monitor expenses for the next academic year.