

**Survey of Users and Non-Users of Multicultural Student Affairs
2009-2010
Executive Summary**

927 students responded to MSA Survey in the Fall of 2009; 67% female and 33% male; ethnicity of respondents are White (24%), Black (18%), Hispanic (30%), Asian (13%), American Indian (4%), and Foreign (9%); educational classification are Freshman (29%), Sophomore (16%), Junior (17%), Senior (25%), Post-Bachelorette (11%), Master's (2%), and Doctorial (0%); and 36% of respondents resided on campus, 19% off-campus in San Marcos, and 45% off-campus out of San Marcos.

The Annual Performance Review for 2009-10 revealed the following:

Respondents' perception of Texas State

Respondents generally perceive Texas State as a welcoming campus for persons from both genders (92%), that are racially or ethnically diverse (83%), from various religious or spiritual backgrounds (79%), from various sexual orientations (75%), and/or with disabilities (71%). This finding is supported by the 77% of respondents who agreed that Texas State is a place that embraces diversity (30% strongly agree; 47% agree).

Respondents' awareness of MSA

65% of respondents indicated having an awareness that the office of Multicultural Student Affairs exists at Texas State. The greatest number of respondents indicated that they became aware of MSA through email (43%), PAWS Preview (21%) and New Student Orientation (20%).

Respondents' use of services and programs

On the other hand, 68% of total respondents have not used services or attended programs offered or supported by MSA. This finding is further supported by the number of respondents who indicated that they have used services or programs including academic programs (less than 7%), cultural programs (less than 11%), student organizations (less than 5%), and leadership programs (less than 4%).

Respondents' perception of MSA's effectiveness

When respondents were asked to rate MSA's effectiveness they stated that MSA was *somewhat effective* to *very effective* in developing student leadership (48%); meeting its mission of serving Texas State students (50%), providing cultural sensitive, holistic academic support (52%); providing outreach services (55%); and heightening cultural awareness on campus (57%). A greater portion of responses (36%-50%) indicate that respondents were *not sure or neutral* about MSA's effectiveness in these areas.

Respondents' spiritual or religious practices

77% of respondents reported being a person of faith (i.e. having spiritual or religious practices) and religious/spiritual preferences varied amongst respondents. Respondent's participation in faith-based practices ranged from daily (25%) weekly (33%), monthly (12%), and seasonally (16%); 13% of respondents indicated they were not currently practicing. When asked to rate the importance of faith in making moral/ethical decisions, respondents stated faith was a very important (34%), important (47%), somewhat important (17%), and not important determinant (1%).

Assessment of Qualitative Responses

The *Survey of Users and Non-Users of MSA* asked the following: *Please provide recommendations of how the MSA office could better meet your needs?* 132 responses were coded and categorized into themes which provide recommendations of how the MSA could better meet respondents' needs.

Responses included:

- Recommendations to improve awareness and knowledge of MSA (32).
- Recommendations to provide outreach services/programs to Round Rock Higher Education Center
- Recommendations to provide assistance specifically for and directed to International Students (8). Services and programs include financial-aid/scholarships, housing, employment opportunities or information culturally sensitive programs, and health insurance.
- Recommendations and requests for increasing inclusivity of White students or MSA unable to meet needs because respondent is White (7).
- Recommendations for financial-aid/scholarship, housing, disability, family/marriage counseling, religious/faith-based, gender-focused, culturally sensitive programs and opportunities, Grad School/Study Abroad information, parking, employment, advising, and diversity training services (40).
- Miscellaneous remarks or recommendations, including negative feedback (7)
- A request for Student Support Service (1) to provide eligibility requirements prior to enrolling students in program.
- Praise to MSA (5) for services or support.