SUCCESS COORDINATION AT UWM’S
MULTICULTURAL
STUDENT CENTERS

WHO WE ARE
UWM’s Multicultural Student Centers support the mission and core values of the university by engaging in collaborative relationships with campus and community partners to improve recruitment, retention, and graduation of students from multicultural backgrounds. We have a rich history of serving historically underrepresented students and families. What are now the American Indian Student Center, Black Student Cultural Center, and Roberto Hernández Center were founded in 1970 while initiatives that resulted in the Southeast Asian American Student Center commenced in the mid-1980s. Today, we are housed in the Division of Global Inclusion and Engagement.

WHAT WE DO
Multicultural Student Success Coordinators (MSSC) provide holistic advising throughout a student’s academic career by collaborating with students to develop appropriate action plans to achieve their goals. Our culturally competent staff create and implement institutionally sponsored programs that promote student success, provide a sense of belonging, and facilitate cross-cultural learning. We contribute to building a capable, diverse talent pipeline by strengthening student, staff, faculty, and community relationships. Throughout the school year, we host educational and cultural events that are open to all campus community members.

OUR VALUES
We believe that the achievement of historically underrepresented students does not occur in isolation and that the services we provide complement and support other student success efforts. Our work is informed by the following guiding values:

» There are diverse ways of knowing;
» With equitable access to resources, all people can thrive;
» Students are the experts of their lives;
» While we impart knowledge and independent skills to balance academic and personal life, we understand and honor the interdependent worldviews that many students we serve embrace;
» Practicing acts of radical inclusion will contribute to the elimination of racial and ethnic stereotypes, prejudice, and discrimination;
» Being champions for their success from graduation and beyond will motivate students to achieve their dreams;
» Partnering with students to expand inter-relational networks will help students access academic success and find their passion in life; and
» Continuous learning is essential to spark new ideas in our work with students.

OUR APPROACH
MSSCs draw from best practices in advising and coaching.

CONTACT US
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Black Student Cultural Center
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Roberto Hernandez Center
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Southeast Asian American Student Center
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HOW DO STUDENTS KNOW IF THEY HAVE A SUCCESS COORDINATOR?

Undergraduate students who identify fully or partially as one or more of the following are assigned one or more multicultural student success coordinators: African American/Black; American Indian/Alaskan Native; Hispanic/Latino/Latina/Latinx; and/or Southeast Asian (Cambodian, Hmong, Laotian, or Vietnamese). MSSCs also conduct proactive outreach to all students, especially those with identified needs.

WHAT ARE THE WAYS THAT SUCCESS COORDINATORS CAN HELP STUDENTS?

Students can set up one-on-one meetings of up to 45 minutes via Navigate, contact individual centers, or stop by. The first coaching meeting can be just for students and coaches to get to know each other, address any immediate needs students may have, or to co-design an action plan with specific goals and outcomes. Developing an ongoing relationship with a success coordinator means that students will have someone to assist them in overcoming barriers to achieve their academic and career goals. Below are some of the many ways that success coordinators can help students:

» Set SMART goals (specific, measurable, attainable, realistic, and timely);
» Identify areas for improvement and come up with possible strategies and solutions;
» Refer to relevant campus resources that can further assist;
» Offer tips and strategies on a range of topics (e.g. mentorship, study skills, time and stress management, meetings with faculty during office hours, cultural events on campus and in the community);
» Connect students to opportunities that will enhance their academic success (e.g. research, scholarships, study abroad); and
» Relate to students as a result of shared lived experiences based on race, ethnicity and cultural heritage that foster a sense of belonging.

WHAT CAN STUDENTS EXPECT DURING MEETINGS?

Students will be welcomed either by the front desk staff or the success coordinator and then will be led to the coordinator’s office. A general overview of what happens during a success coaching meeting consists of the following:

» Coordinator and student introduce themselves to each other and review the purpose of the meeting;
» Coordinator asks student to provide more details about the issue/area and what outcome is desired;
» Coordinator and student brainstorm about strategies and resources required to reach goals;
» Coordinator identifies available resources and together both map out action-steps to be taken;
» Coordinator shares other relevant opportunities with student;
» Student provides any input on what is working well and changes they would like to see at UWM; and
» Before student leaves, set up next meeting to check in on progress.