

Best Practices in Diversity

Minneapolis Community & Technical College

September 15, 2009

Minneapolis Community and Technical College (MCTC) is a 2-year college located in downtown Minneapolis, MN. It is one of 54 campuses in 47 communities in the Minnesota State College and University (MnSCU) System. The student body of over 12,000 boasts of 80 plus languages and dialects. MCTC celebrates diversity and fosters an environment of intercultural communication and cultural competency. Minneapolis Community and Technical College strives to be a culturally competent campus where intellectual and social diversity thrive in an environment of intercultural and multicultural engagement.

Celebrate the Dream

Minneapolis Community and Technical College (MCTC) has celebrated the life of Dr. Martin Luther King, Jr. for over 19 years through The “Celebrate the Dream” program. As a champion of peace and social advancement for all people, Dr. King’s message aligns with MCTC’s philosophy of peace, social responsibility, and intercultural communication and interaction. More recently, the 2009 event was held in recognition of Dr. King’s 80th birthday. This event was therefore a celebration of what would have been a pivotal year in the life of Dr. Martin Luther King, Jr.

Rather than limiting the celebration to a one-day event, the celebration occurs for at least one week to include prominent community speakers and activists to increase faculty, staff, and student involvement and participation. A “Day of Service” was implemented to involve the campus in volunteerism and service.

The Celebrate the Dream event is one of the premier celebrations of Dr. King’s birthday in the Minneapolis-St. Paul, MN area. The event often attracts over 1000 people to its activities, particularly the main evening program. Over the years, MCTC’s partnership with entities such as the Target Corporation, Minnesota Public Radio, various community organizations, and others has contributed to the success of this program. The main program, which is held each year on January 15th, has experienced many well-known speakers/guests such as Myrlie Evers-Williams (former president of the NAACP and the widow of slain Civil Rights Leader, Medgar Evers), Martin Luther King, III (son of slain Civil Rights Leader, the Rev. Dr. Martin Luther King, Jr.), Rev. Joseph Lowery (Civil Rights Leader), Maya Angelou (poetess and writer), Danny Glover (actor), Paul Rusesabagina (the real life hero of Hotel Rwanda), The Grammy Award Winning Sounds of Blackness, and so forth.

The event experiences ongoing collaborations with the President’s Office, the College Advancement Office, the Marketing and Public Relations Department, and various student organizations and other campus entities. The MCTC community is committed to continuing its support of current events and exploring opportunities for ongoing development. Some of the programming projects include The Re-creation of a Mass Meeting (the primary gathering during the Civil Rights Movement), expansion of the “Day of Service” volunteerism activities, implement the “Adopt A Day” program, access local speakers and other resources, and Guest Speakers such as C.T. Vivian, a lieutenant and very close friend of Dr. Martin Luther King, Jr., Colonel Wally G. Vaughn, author of *Reflections on Our Pastor: Dr. Martin Luther King, Jr., at Dexter Avenue Baptist Church, 1954-1960* and *The Selma Campaign, 1963-1965: The Decisive Battle of the Civil Rights Movement*, so forth.

Disability Services

Minneapolis Community & Technical College's (MCTC) Disability Services (DS) director and the then Dean of Students authored the chapter, "Community Colleges and Universal Design" in the book, *Curriculum Transformation and Disability: Implementing Universal Design in Higher Education*, Jeanne Higbee (Editor), Minneapolis, MN: Center for Research on Developmental Education and Urban Literacy, General College, University of Minnesota, 2003. The book's primary focus is the application of Universal Design in curriculum. In this chapter, the importance of community colleges in serving students with disabilities is emphasized along with the challenges that students experience because they are often on community college campuses for a short time.

The following best practices have been the guiding principles that this department stresses, purports, and practices on a daily basis:

- Treat each person with respect, with respect to their disability and with respect to their academic plan.
- When possible, provide information so the student can make the choice or decision. Understand what is essential to the program and future career.
- Involve the student in the accommodation plan.
- Work with students at the level they come in and then help them become self-advocates and self-sufficient. There won't be a disability services office when they leave campus.
- Learn from the students. They teach us so much.
- Don't be afraid to say 'no'.
- Involve faculty and be a resource to faculty.
- Encourage the application of universal design over individual accommodation.
- Stay current in the field.

These may seem obvious but are not always put into practice. Disability Services is thankful that the MCTC campus supports its work.

In FY 2008, Disability Services served at least 491 registered students or 3.8% of the college population. The number of people served is much higher as we provide testing for college applicants and assist other departments, as needed. The following data is the most recent statistics provided by the Minnesota State Colleges and Universities System (MnSCU). The breakdown by disability code is:

<u>Disability Group</u>	<u>Percent</u>
Learning Disability	19.6%
Limited Vision	1.3%
Blind	2.5%
Deaf	1.0%
Hard of Hearing	0.8%
Coordination	0.8%
Mobility	4.8%
Speech	0.4%
Systemic Chemical	10.0%
Dependency	5.0%
Psychological	32.5%
TBI	3.3%
ADHA/ADD	16.3%
Unknown	1.7%

In addition to the aforementioned disability codes, Disability Services also serves students with diagnoses not mentioned in the above list. MCTC serves more students with disabilities than any other college or university in MnSCU. Not only does the department serve enrolled MCTC students, but DS staff also work with many prospective students through the application and testing process.

The following pages are samples of some of informational materials distributed to the Greater MCTC community.

Office for Students with Disabilities
Room T.2400
612.659.6730 (Voice), 612.659.6731 (TTY)

MCTC is committed to making education equally accessible to all students. The Disability Services (DS) provides services to assist people with physical, learning, or psychological disabilities to access the programs, services, and activities of MCTC. DS works with students to determine the accommodations needed and to develop a plan for providing appropriate accommodations. Reasonable accommodations are provided to ensure access to all college courses, programs, services, jobs, activities, and facilities, including those that are off-site; such as field trips, internships, and field work.

DS provides or arranges a variety of auxiliary services for the college; such as sign language interpreting, document conversion, assistive technology, special testing arrangements, and academic assistance. Students with disabilities are also offered other services; including information, referral, advocacy, study skills assistance, advising, and other individualized services that may be needed for equal access to campus.

Disability Services (DS) is one of many support services available on campus:

We want new students to know that:

- ⇒ We serve all types of disabilities, both visible and non-visible
- ⇒ They are encouraged to visit our office to learn more about services
- ⇒ That we are there to help people succeed
- ⇒ They are also encouraged to let us know if they would like to volunteer for services, such as note-taking
- ⇒ That we have a terrific, helpful, and friendly staff

And we ask your help to keep up our reputation. Please let us know if you have suggestions for improvement.

Thank you for telling people about us !!!

Disability Awareness

The Language Barrier

People First Language: How to Say What You Mean

Don't Say...

birth defect

confined to a wheelchair

crazy (or nuts, psycho, insane)

cripple(d)

deaf and dumb

deformed

diabetic

epileptic

fits

hare lip

idiot, moron, stupid, slow

lame

mute

normal, healthy

palsied, or C. P.

paraplegic

quadriplegic

spastic

suffers from

victim of

Say...

a congenital disability
(or: ... was born with)

uses a wheelchair

psychiatric disability

is disabled
(or: ... has a physical disability)

has a hearing disability
(or: is deaf)

has a physical disability

person with diabetes

person with epilepsy

seizures

cleft lip

has a learning disability

mobility impaired

without speech, nonverbal

non-disabled

person with cerebral palsy

has paraplegia
(loss of function in lower body only)

has quadriplegia
(paralysis of both arms and legs)

has a coordination impairment

person who has...

person who has ...

DISABILITY AWARENESS THE LANGUAGE BARRIER

When speaking and writing: Put the person first then the disability

- ⇒ Always put the person first, then the disability. Say or write "person with a disability" rather than "disabled person."
- ⇒ Use disability to describe a functional limitation that interferes with a person's ability to walk, hear, see, talk, and learn. Use handicap to describe a situation or barrier imposed by society, the environment or oneself.
- ⇒ Do not say "normal person" as compared to a person with a disability. Say "nondisabled." Remember that a person with a disability is a person like anyone else -- they just happen to have a disability.

Suggestions for interacting with persons with disabilities:

- Make eye contact
- Talk directly to the person with the disability, even if he or she is using an interpreter. Even if parents or friends are present, encourage the person with the disability to express his or her own opinions.
- Ask if assistance is needed, rather than assuming it.
- Use a regular tone of voice. If the person cannot hear or understand you, he or she will let you know. Raising your voice causes more confusion.
- Sign or gesture to make yourself understood, if that is appropriate.
- If you do not understand what the person with the disability is saying, you should say so. This will be appreciated. Ask the person to repeat if necessary.
- When interacting with a person who has a speech disability, be patient. Do not try to finish a statement for him or her. This could be frustrating and demeaning. Keep your manner encouraging rather than correcting.
- Be careful not to assume that a person with one disability also has others. Do not shout at an individual who uses a wheelchair or at a person who is blind. People often speak to all individuals who have disabilities as though they are talking to persons who are also hard of hearing.
- When talking with a person who uses a wheelchair, try to sit across from that person at eye level.
- Be sensitive to the person's feelings, as you would to any individual. You may discuss the same topics and use the terminology with persons who have disabilities as you would with any other person. For example, do not try to avoid using "look" or "see" with a person who has a visual disability. Likewise, do not hesitate to say "let's walk over ..." to a person using a wheelchair.

Don't Make Assumptions

Some additional facts about disability:

Not all disabilities are visible

Most of students who work with Disability Services have non-apparent disabilities. Some examples of non-visible disabilities include:

- Chronic illness; such as Multiple Sclerosis, Lupus, or AIDS; may not be visible but can affect stamina.
- Psychological disabilities, such as depression or bipolar disorder, may affect concentration.
- Learning disabilities, such as dyslexia, may affect reading ability.
- Other hidden disabilities may include disabilities skeletal injuries, mild coordination or vision problems, or hearing impairments.

Be Aware of Nonverbal Signals

Not all communication is verbal. Remember that:

- If a person does not make direct eye contact it could be due to a vision disability. People with limited central vision may be using their peripheral vision.
- A person who does not speak up may not be able to could have limited lung capacity.
- Someone who seems reluctant to read in front of a group may have a reading disability.
- A person who slumps in their chair may be sitting that way because of a back problem.
- Someone with a mild speech impediment or who slurs words may be thought to be drunk.
- Cultural or other differences can also result in mixed nonverbal signals.

On the Other Hand

Not all people who speak or act differently have a disability.

Ask Questions First

It is best to ask questions first.

- If you are escorting a person upstairs, don't assume that they can climb the stairs; ask if the person prefers the stairs or the elevator, or use the elevator.
- If you need help moving a heavy object ask for assistance, rather than telling the big guy in the back to help out.
- Ask for volunteers, rather than telling the woman up front to read out loud.

When communications seem difficult

- Take time to listen to a person who speaks slowly.
- If you can't understand a person ask them to repeat what they said.
- If the other person does not understand you, repeat the information. If possible rephrase the information or, when possible, use another form of communication, such as indicating where the information is printed.
- If a person seems to be mad, be patient if you are comfortable, be afraid if you feel threatened.
- ***If you are uncomfortable in a situation, ask for assistance from a staff member. You are not expected to know or be able to deal with every situation that may occur.***

Multicultural Student Services

The Multicultural Student Services (MSS) Department has one of its responsibilities to not only provide academic advising, but to bring awareness and foster a knowledgeable and respectful climate of multiculturalism, improving intercultural communication, thus creating a culturally competent college campus. MCTC strives to create and maintain a climate in which students of diverse ethnic groups can succeed and excel in college. Not only does MSS develop, organize, and coordinate various events, but also collaborates with other on-campus and off-campus entities to create a culturally informed, thus competent community. MSS collaborated with the Dean of Students Office in the development and implementation of the "It's Time to Talk" and Culture Café programs along with other activities.

"It's Time to Talk" based on the YWCA model is the MCTC Community's conversation and dialogue about issues of diversity, intercultural communication, and race. The primary focus of this program is to discuss and address issues within the context of our campus community. Suggestions for personal and institutional change are encouraged and shared at this event. These suggestions are forwarded to the appropriate entities for review and action. Some of the previous discussions include but are not limited to "White Privilege" Anti-racism issues, GLBT issues, communication issues, race relations, intercultural, campus climate, and so forth. This is the time for MCTC faculty, staff, and students to talk, change ideas, and to "Let Their Voice Be Heard"! (See the sample flyer)

Culture Café is a series of learning experiences at MCTC that will educate and inform us about the cultural nuances of our college community. Cultural Café is a place and time wherein intellectual and social diversity is exhibited through multicultural and intercultural discussions and activities. The range of subjects include "Understanding Ramadan", "Challenging the Double Burden" (of Being African American and Gay), Immigration Issues, Open Mic, Voting Rights and Privileges, movies, music, poetry, etc. (See attached sample flyer)

The following are representative of a few of the MSS activities: The Opening of the American Indian Center, "Building a Vocal Community Workshop" with Dr. Ysaye Branwell of Sweet Honey in the Rock, Annual Viet Nhac (Asian American New Year Program), Annual Evening of Poetry and Music (American Indian poetry and music), Black History Month Activities, Hispanic Heritage Month Activities, and so forth.

Multicultural Student Services is involved in outreach activities including presenting workshops to off-campus groups such as K-12 schools, community organizations along with involvement in various educational fairs encourage access to education, i.e., MCTC. A number of partnerships has been established with various entities/organizations in the Minneapolis-St. Paul, MN area.

POWER OF YOU

The Power of YOU program is a two year tuition free program for Minneapolis and Saint Paul High School graduates who enroll at Minneapolis Community and Technical College (MCTC) and Saint Paul College in the year they graduate from high school. It was started after the citizen's league report "Trouble on the Horizon" that issued a stark assessment for students of color, noting only 3% of Black students and American Indian ninth graders and 5% of Hispanic ninth graders will earn their Bachelors degree within 10 years. The program was externally evaluated by the Wilder Foundation and showed promising results in addressing the real and perceived barriers of enrolling in higher education, increasing the enrollment of low income students and students of color and increasing the retention rates for low income and students of color.

In the past 2 years, the program increased enrollment of students of color by nearly 500 students, an increase of 150%. In the same time period, enrollment of low income students increased by 115%. Students enrolled in the program were retained at a higher rate than their peers and the research results indicate that Power of YOU students had higher retention rates and more credits towards a degree at the end of 2 years than their peers. Eight out of ten (80%) students in the study reported that the program influenced their decision to go to college.

Counseling and Advising Office ***Resource and Referral Services*** **“A Place to Connect, a Goal to Empower”**

Our goal is to connect **students currently enrolled at MCTC** with supportive community networks, resources and opportunities that will ease obstacles interfering with student success. Through referrals and service coordination, students will gain the support and information needed to address specific needs and gain self-sufficiency. We will connect students to community and government agencies, health care providers and other support to address their immediate and/or long term needs and goals.

Community resource fairs and workshops are held throughout the year to explore, expand and strengthen ties to the community.

A sampling of referrals provided includes:

- Emergency Shelters
- Supportive/Transitional Housing Resources
- Updated Affordable Housing Information
- Youth and Adult Food Shelves
- Child Care Resources
- Parenting Support
- Cultural Support
- Low/Reduced or Free Health Care
- Chemical/Mental Health Programs
- Meals/Clothing
- Legal Aid
- County application/benefits

Please know that our services directly impact students who are facing any or all of the following situations:

- Homeless
- Living in transitional housing
- Low or no income
- Facing eviction
- Fleeing domestic violence
- Lack of or minimal family support system
- In need of mental and/or chemical treatment assessment, programs or support
- Lack of health insurance, have medical issues and need medical assistance
- Others who are facing emergency situations.

Other resources and services are available on the MCTC campus such as disability services, counseling, student support groups, computer and tutoring assistance.

To ensure a simple and smooth referral process, an [Advocacy and Referral form](#) must be completed by the student, prior to appointment. Use the Advocacy and Referral form as a guide to assess students' needs.

A program brochure and web page are also in development to include links to resources. Forms are available at the following locations:

1. Counseling and Advising Office-(T 2500)
2. Student Life Office (Helland Center, 2nd floor)
3. Student Services (T 2200)
4. on-line

A student may learn about the walk-in hours or schedule an appointment by calling the Counseling and Advising Office, 612- 659-6700. **For more information, please call Mary Ann Prado, Director of Resource and Referral, 612-659-6706.**

Student Life

Student Life along with student organizations plays an active role in diversity at Minneapolis Community and Technical College (MCTC). Of the 40 plus active student organizations, the following organizations are a representation of the diversity, ingenuity, leadership, and strength of students at MCTC.

MCTC Latino Club

Chicanos Latinos Unidos (CLU) is a coalition group for students of various Spanish Speaking countries at Minneapolis Community and Technical College. CLU encourages support and respect for all ethnic backgrounds and nationalities, with special emphasis on students with **Chicano/Latino/Hispanic ancestry**. CLU's main purpose is to be an agent for positive changes and growth through communication and understanding among the various ethnic groups that make up the MCTC community. CLU cultivates this awareness through peer support, cultural activities, and community outreach projects. **Chicanos Latinos Unidos** meet weekly for social, academic, cultural support purposes, and educational purposes.

The Latino Club began back in fall 1996, with a group of Latinos that felt they wanted to have a place to come together and socialize. It was first under the name of **Chicano Student Association**. A work-study student in the Multicultural Student Services (MSS) Office organized the club. In 2003, the name was changed to **Culturas Unidas** to include all Latin American countries. However, in 2008, they decided as a group to change the name to **Chicano Latinos Unidos (CLU)**

The club was originally started to bring together the Latino population that was beginning to grow in numbers here at MCTC. Never did I dream that the numbers would have exploded like they have over the past ten years. The Club has taken on many challenges such as rallying for Immigration Rights and for Equality. They have participated in Dream Act rallies at the Minnesota State Capitol. They have collaborated with many clubs on campus on cultural events and political issues that affect everyone not just Latinos. The Club has presented many cultural events on and off campus not only representing the CLU Club, but also MCTC in a positive light in the Latino Community.

The **CLU** club celebrates visibility and notoriety in the Minneapolis-St. Paul area and globally. The website has been viewed by persons from various countries around the world to Europe and North, South, and Central America. The website is www.clumn.org.

CLU members have presented several workshops to include: (1) **"Gangs in High Schools, and Teenage Pregnancy"** (2) **"Human Trafficking"**, (3) **"Race and Campus Climate"** and others, to name a few. Members have participated in national, regional, and statewide conferences such as (a) the **2009 MECHA Conference** in Seattle, WA; (b) the **Unity Conference** at Minnesota State University-Moorhead in Moorhead, MN; and (3) the **Latino Conference at Mankato State University**.

MCTC has been very instrumental in working with Latino students regardless of immigration status, thus making MCTC a very popular college or a school of choice for Latino students to complete their college education. The college hosted the **Minnesota Hispanic Higher Education Conference (MHHEC)** and CLU was quite instrumental in recruiting approximately 300 Latino students to MCTC's campus. The organization was restructured in 2007 as **The Minnesota Network of Latinos in Higher Education, (MNLHE)**. In 2008, CLU students attended the MNLHE first annual conference with one of our CLU students voted as the Metro Regional representative. MCTC has hosted **La Oportunidad Latino Youth Peace Conference** for several years. This conference brings approximately 350 Junior High and High School youth in the Metro area.

Within the CLU club, the members have a wealth of talent and ability. The members are Mexico Lindo traditional dancers, actors, singers, presenters, Quetzal Aztec dancers, educators and many more talents.

CLU members participate in the Student Senate meetings and serve on committees at MCTC. They have established support groups amongst themselves and peer tutoring along with interacting socially. CLU members have created the program, **"I am a Latino in College"**. A group of club members go to High Schools to speak on the importance of Higher Education and the need to continue their education after High School. This three year old program is now receiving requests from many schools in the Minneapolis-St. Paul, MN area to give presentations to their students. CLU members meet with the Latinos Clubs and the English as a Second Language (ESL) classes. [The Hispanic Multicultural Advisor began these activities in response to requests from alternative high schools.] The CLU students believe that is their duty to help high school students to think about college. The students share their struggles funding their college education, but are quick to remind them that no one can take one's education away. Many of the CLU presentations experience an average high school or community audience attendance of 60 students. [Note: The middle school and high school students are not required to attend these presentations.] CLU membership has grown significantly at MCTC. Some of its new members include the former high school students who attended the **"I am a Latino in College"** program because they have become newly enrolled students at MCTC.

Three-legged Frog Environmental Club

The Three-legged Frog Environmental Club grew out of the interest and commitment of former Race to Save the Planet (RTSP) students who had participated in a Public Achievement project during the Fall 2004 RTSP classes. The club was approved by the Student Senate during Spring 2005. We then created the First Annual Sustainability Fair (April 2005).

Mission Statement

We are advocates for a greener campus, supporting a place that is environmentally aware and sustainable. As a center for education, we want to teach people by spreading awareness and setting an example for the community. By assessing the situation, informing people, and working toward less waste, conservation of energy, and sustainable transportation, we will develop tangible solutions for a greener community.

Activities during 2008-2009 School Year

During 2008-09, Three-legged Frog students participated in the following community outreach activities and campus events:

- Student attendance/participation at MN Powershift Conference (Fall 2008)
- Student presentation at MN Powershift Conference (October 2008)
- Book drive (Annual Martin Luther King, Jr. event; Power of Giving week gathering used books; visited People Serving People and Simpson Housing Services to deliver books)
- 14 students attended Powershift 2009 Conference (Washington, DC); one student presented lobbying skills workshop at this conference (Feb./March 2009); To fund the students' transportation and lodging, applied for additional Student Life funds and created/implemented fundraising activities which were applied to trip (e.g. knitting/crocheting classes)
- collaborated with Alaska Wilderness League on VisionFest 2020 film screening event (March 2009)
- Fifth Annual Sustainability Fair (April 2009) - for MCTC students, staff, faculty and community members
- Minigrant award - MN Schools Cutting Carbon

Campus Activities:

- Get Out the Vote for the Environment (Oct./Nov. 2008)
- One-to-one training for Three-legged Frog members
- Staff trainings for MCTC staff on 'greening our lives' (Faculty/Staff Development Day)—the advisor and students will team teach this staff training.
- Student participation on MCTC Presidents Climate Commitment Committee
- Collaboration with Center for Civic Engagement

The club continues to grow in student membership, participation, and enthusiasm. The leadership has been outstanding. Club activities were greatly enhanced by community partnerships (e.g. Alaska Wilderness League, Will Steger Foundation).

UNITE (United Nations of Indian Tribes for Education)

The UNITE club's 125 plus members represents at least 40 American Indian Tribes. [This number reflects those who were consistently involved in the student organization during the academic year.] UNITE not only supported American Indian students, but also was the catalyst in the establishment and opening of the American Indian Center. The club has been involved in various activities to not only support American Indian students and community, but also the MCTC and the Minneapolis-St. Paul, MN area.

Some of the activities included:

- Sponsoring a tree planting event in a Minneapolis neighborhood. The club secured donated trees from the University of Minnesota's Extension Program.
- Sponsored a gift to the family of a student who passed away.
- Kick off welcome pizza event for the UNITE club.
- Co-sponsored and participated in the "Night of Poetry & Music" event
- Established and sponsored the Winter Story Telling Event
- Sponsored 2 different American Indian film festivals/included classes to attend
- Distributed free American Indian calendars to local charities and organizations that work with Native clients along with the MCTC students
- Co-sponsored with Multicultural Student Services the May American Indian month events (speakers and film series) including an Indian Taco giveaway
- Brought speakers to campus to discuss issues with American Indian students relevant to medical insurance assistance, food stamps, general assistance and aid to families with dependent, fair housing organizations.
- Provided students with the opportunity to attend the Indian Business Conference.
- Established and implemented an American Indian Career and College Fair
- Participated in a trip to collect Native American tobacco and for collecting maple syrup/sugar in Minnesota
- Participated in the annual American Indian Graduation Banquet.

UNITE continues to lead, mentor, and support American Indian students. The student leadership is committed to the recruitment, retention, and success of American Indian students.

Wellness Advocates for You*

Wellness Advocates for You (WAY) is a student driven organization dedicated to providing opportunities for Health & Wellness at MCTC. We are advocating for a Student Health Clinic on campus. We believe access to health care is an essential part of providing students every opportunity to succeed in higher education.

How this began:

In January 2008 Aaron Spiegel then MCTC Student Senate President began a discussion about healthcare with his Director of Finance Charles Rinerson and other student leaders. It started because students expressed the need for an on-campus clinic. Many students did not understand why MCTC did not have one already.

History:

We decided to investigate; a little research went a long way. Just a few years prior, faculty members at MCTC presented a proposal that outlined ways that MCTC could provide basic health care services to students. The Administration was in favor of the proposal, for unknown reasons the Student Senate from 6 years earlier rejected the concept. We needed to get input from the student body, without support from students we would not have continued. After consulting with students in classrooms, hallways, and through surveys, we found that current students were enthusiastically in support of having a clinic. So, we proceeded to try to create what students wanted.

- We began by organizing a team of students, faculty and experts in the field of health to address the needs of MCTC students. This group decided to name the effort Wellness Advocates for You, otherwise known as WAY. We conducted a school wide survey of students to learn more about the potential needs of our campus. Such as, what services are desired, what students are willing to pay for those services, and how many students have insurance? (Survey results are available upon request)
- The resulting information found that 33% of MCTC students have no health insurance, and even those with insurance were interested in having access to services on campus.
- The next steps involved touring clinics at colleges and universities in the Metro area (Minneapolis-St. Paul, MN area). We found various models implemented. Through this discovery process, WAY began a relationship with Boynton Health Services at the University of Minnesota. Through this relationship, we were able to include MCTC in their comprehensive health assessment of colleges in Minnesota; WAY felt this was a perfect opportunity to gather more data about the needs of our students. The results of this needs assessment survey will be available in the fall of 2009.

Where are we today:

With an established budget of \$80,000 for the 2008-2009 school year, WAY began offering health opportunities to students at MCTC. With services such as Flu Shots, HIV and STI Testing, diabetes screenings, Cholesterol testing, blood pressure monitoring, smoking cessation, massage therapy, stress reduction, women's health services and safer sex supplies.

- A significant number of students served during 2008-2009
- Flu Shots- 500 flu vaccinations made available
- HIV and STI: 162 students tested and educated
- Acupressure massages: 154
- Cholesterol, blood pressure and glucose tests:
- 148 students screened and educated
- Thousands of free safer sex supplies
- More services are slated to occur

Looking to the Future:

Throughout the year, WAY has partnered with students, faculty, and staff and outside agencies to provide multiple perspectives on health and wellness. While WAY has only been able to provide transient services this year, we have been looking for permanent space to provide a clinic. With newly granted access to the revenue fund, our school has been planning an expansion of the student center. This has provided an opportunity for a clinic to be built.

WAY had to search for a partner agency to be an on-site health care provider for our students starting Fall 2009. The process for this is called a RFP.

What is a RFP? A RFP is a Request for Proposals. It is a process we must go through to contract and spend over \$50,000. The request is posted on the state register where health care groups will see the RFP notice. What was WAY asking for in the RFP? We were asking for the following service specifications:

- Take a complete medical history and lifestyle assessment of every student that requests services and have the ability to refer students to other services based on their need
- Screenings for: HIV, syphilis, urine gonorrhea and Chlamydia, strep, mantoux, cholesterol, blood pressure, glucose, pregnancy, bladder infections, yeast infections, and physical examinations
- Standing order treatments (including prescriptions) and referrals for positive tests of the screenings listed above.
- Vaccinations for: flu, hepatitis, HPV, tetanus, MMR, meningitis, and polio
- Acute care - for minor injuries and general discomfort with the ability to distribute over the counter medications such as Benadryl, Tylenol, Plan B etc.

What does this look like for next year, services, nurse, doctor, etc? (Proposal)

- 20 hours per week of the above services, either in a permanent location or expanded transient services.

- If the proposed build out of the Student Center does not happen, we will refurbish a suitable space on campus to provide a permanent health clinic location, with the remaining funds of the budget.

Different scenarios for providing services:

- Cost per service- Student pays the full price of service, approximately \$50 at minute clinic, for a predetermined level of service. No subsidy, lowest cost to come from student life fee. [This is an option but WAY is not advocating for this.]
- Staffing Cost – Student life contracts for personnel hours, 20-40 hours per week. At a set cost, lowering the cost of services to students. Students will be charged for the use of supplies and testing.
- Cost Plus- Student life contracts for personnel hours, while also subsidizing the cost of certain services, or paying for those without insurance.

(Additional information including budget information and procedures is available upon request.)

*This is a student initiative. The narrative reflects not only the accomplished tasks, but also is reflective of current and future challenges, processes, and plans.