

# Standards for the Student Affairs

## Commitment to the Process of Diversity and Cultural Competency

Prepared by the

### Fresno State Division of Student Affairs - Theme 7 Team

#### How We Define Diversity at Fresno State

Individual differences (e.g., personality, language, learning styles, and life experiences) and group/social differences (e.g., race/ethnicity, class, gender, sexual orientation/sexual identity, country of origin, and ability status as well as cultural, political, religious, or other affiliations) that can be engaged in the service of learning.

#### Cultural Competency

Cultural competency is a developmental process that evolves over an extended period. Both individuals and organizations are at various levels of awareness, knowledge and skills along the cultural competence continuum.

Cultural competency refers to the process by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, religions, and other diversity factors in a manner that recognizes, affirms, and values the worth of individuals, families, and communities and protects and preserves the dignity of each.

#### Cultural competency requires that organizations:

- \* Have a defined set of values and principles, and demonstrate behaviors, attitudes, policies, and structures that enable them to work effectively cross-culturally.
- \* Have the capacity to (1) value diversity, (2) conduct self-assessments, (3) manage the dynamics of difference, (4) acquire and institutionalize cultural knowledge, and (5) adapt to diversity and the cultural contexts of communities they serve.
- \* Incorporate the above in all aspects of policy-making, administration, practice and service delivery, systematically involve consumers, families and communities.

**Personal attributes of a culturally competent staff:** Include qualities that reflect genuineness, empathy, and warmth; the capacity to respond flexibly to a range of possible solutions; an acceptance of and openness to differences among people; a willingness to learn to work with individuals of different backgrounds; an articulation and clarification of stereotypes and biases and how these may accommodate or conflict with the needs of diverse student groups; and personal commitment to alleviate racism, sexism, homophobia, ageism, classism and other forms of oppression.

#### Standard 1. Policies and Procedures

Student Affairs has policies and procedures to support diversity and cultural competency.

#### Standard 2. Ethics and Values

Student Affairs Staff shall recognize how personal and professional values may conflict with or accommodate the needs of diverse constituents.

**Standard 3. Self-Awareness**

Student Affairs Staff shall seek to develop an understanding of their personal cultural values and beliefs as one way of appreciating the importance of multicultural identities in the lives of people.

**Standard 4. Cross-Cultural Knowledge**

Student Affairs Staff shall have and continue to develop specialized knowledge and understanding about the history, traditions, values, family systems, artistic expressions, and more of constituent groups that they serve.

**Standard 5. Cross-Cultural Skills**

Student Affairs Staff shall use appropriate skills and techniques that reflect an understanding of the role of culture in the process of serving constituents at Fresno State.

**Standard 6. Service Delivery**

Student Affairs shall seek to ensure that services are inclusive and appropriate and that the environment is welcoming to all constituents.

**Standard 7. Empowerment and Advocacy**

Student Affairs Staff shall be aware of the effect of social policies and programs on diverse client populations, advocating for and with constituents whenever appropriate.

**Standard 8. Diverse Workforce**

Student Affairs Staff shall support and advocate for recruitment, hiring, and retention efforts in Student Affairs programs and organizations that ensure diversity within the division.

**Standard 9. Professional Education**

Student Affairs Staff shall advocate for and participate in educational and training programs that help advance diversity and cultural competence within the division.

**Standard 10. Language Diversity**

Student Affairs Staff shall seek to provide or advocate for the provision of information, referrals, and services in the language appropriate to the constituent.

**Standard 11. Cross-Cultural Leadership**

Student Affairs Leaders shall be able to communicate information about diverse campus groups to others and demonstrate leadership that reflects a clear understanding of cultural competency.