



Department Name
Raza Graduation Operational Assessment
Assessment Report

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Choose One: Operational Assessment

Date of Assessment Implementation: May 2019

Date of Report: July 2019

Purpose of Assessment

This operational assessment was conducted to understand the areas of improvement and areas of success in the Raza Graduation Celebration 2019. The cultural heritage event held at the end of the academic year to celebrate students' personal success and academic achievements in the spirit of the Latinx culture. The celebration is a bilingual and bicultural celebration where family, friends, community members come together to honor graduating Chicana/Latinx students in the spirit and traditions of the Latinx diaspora. The assessment sought reflections from participants, student assistants, and professional staff as to how the experience could improve for future years.

Division Learning Outcome Practitioners - interpersonal skills

Targeted Learning Outcome

LO1: To examine the operational needs of the largest cultural graduation celebration ceremony.

LO2: To understand how the César E. Chávez Center for Higher Education contributed to the success of the cultural graduation celebration ceremony.

LO3: To highlight reasons why participants choose to partake in the cultural graduation celebration ceremony.

Assessment Methodology

There were 350 participants and 88 students completed the survey (25% response rate). Surveys were administered to participants 1 week after the celebration ceremony. Each participant was asked three open-ended questions: (1) How do you think RAZA Grad can be improved for next year? (2) What did you like the most about this year's RAZA Grad? (3) Is there anything you would like to see differently for next year's RAZA Grad? Any final comments/suggestions?

Results

- An overwhelmingly large number of participants mentioned the need to shorten the ceremony and reduce wait time for families and graduates. Improvements in this area included group picture, ceremony speakers, procession formation and organization, and check-in process. (LO1)
- Respondents highlighted the diversity of the entertainment such as Danza Azteca, Mariachi, Spanish speakers, and decoration as indicators for success. (LO2)

- Respondents listed that their ability to choose a loved one to accompany them during the ceremony and seeing other participants and their family, community, friends support network is another reason why they've elected to partake in the ceremony. (LO3)

Conclusion

Providing students with a forum where they can express areas where they would improve, and operational function of a program or event is vital to maintaining success of historical programs. There were others comments regarding the success of the program and it being “perfect,” “organizers did a great job with representing the diversity of culture,” “the ceremony was beautiful,” other comments such with positive feedback. Although, I appreciate these comments I excluded them for the major finding as I am more concerned in improving areas that are weak.

Implications for Practice

- In 2014, the Cultural Center Coordinators in the Office of Student Life conducted a thorough assessment of the collective cultural graduation celebrations. As such, Cultural Coordinators found that “creating a community and familial-like setting for support is an asset to each Cultural Center and should be highlighted as a way to encourage participation from new student in center activities (2014).” This implication still holds true today, many of the students reported that their vested interested to partake in the Raza Graduation Celebration Ceremony was rooted in their ability to be with their families and their peers on-campus as they celebrate their achievements together.
- In terms of operational practice, the Raza Graduation should look for new and creative ways for the ceremony to be shorten given the reality that more and more students are excited to partake in the celebration. Elements that will be explored are evaluating the options for stage redesign and finding a way to get their escort and graduate in their seating more efficiently.

Closing the Loop

- End of Fall 2019 – investing options for redesigning stage to increase the flow of graduates. This will also require support from leadership for potential increase in resources.