

***Fourteen Annual Cambio de Colores Conference –
Latinos in the Heartland – Shaping the Future:
Leadership for Inclusive Communities***

“Multicultural Needs Assessment”



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June 11th, 2015

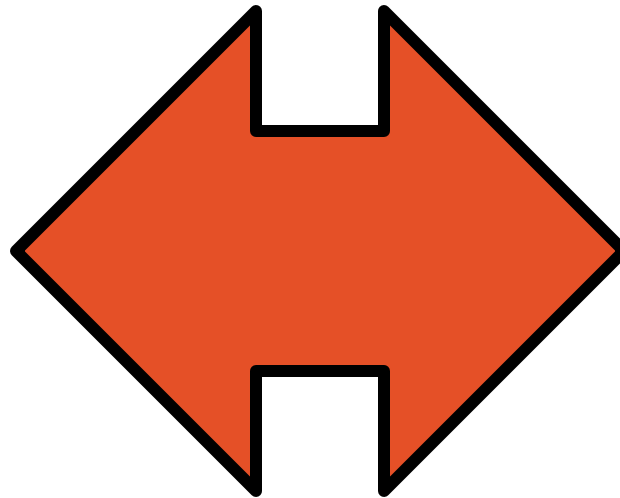
Purpose



The purpose of the study was to discuss the need for intercultural training and resources by Extension personnel in the state of Oklahoma and to help design training that will enhance programming efforts for diverse audiences.

The Challenge

First Phase
Building an
Intercultural
Competent
Community
(ICC)



Second Phase
Reach out and
engage minorities
and/or
underserve
population in the
State of
Oklahoma

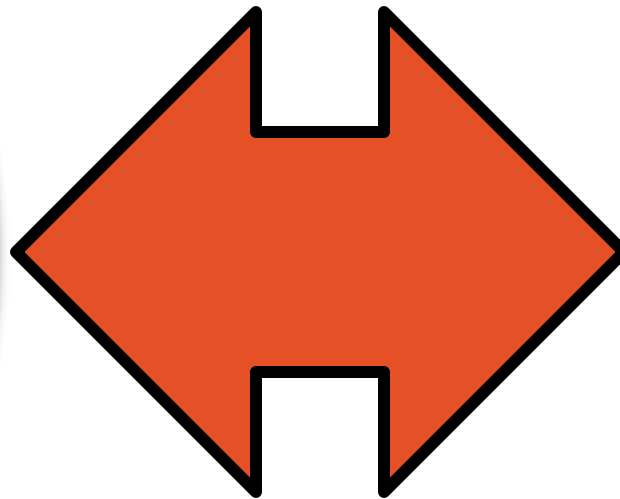
The Challenge...

Build an Intercultural Competent Community (ICC) (First Phase) which understands and accepts cultural differences as the best way to Better Reach Out and Engage minorities and/or underserve population (Second Phase)



Building an Intercultural Competent Community (First Phase)

Step # 1
Needs
Assessment for
Extension
Educators
(Done)



Step # 2
Assess
Intercultural
Competence
using the
Intercultural
Development
Inventory (IDI)

Step 3. Design and Deliver
Intercultural Competence Training
according to the Extension
Educators' level of Intercultural
Competence

Needs Assessment for Extension Educators

(IRB - HE1342)

The participants in this study were Oklahoma Cooperative Extension Service (OCES) employees & volunteers.

A request to participate in the study was sent by email to 685 Extension personnel. One hundred thirty two (19.27%) Extension personnel answered the survey



Methodology (2)



- 36 from the Northeast,
- 15 from the Northwest,
- 28 from the Southeast and
- 53 from the Southwest districts.

- 61 Family & Consumer Sciences,
 - 74 - 4-H,
- 40 Agriculture & Natural Resources, and
- 20 from Community & Rural Development.

Instrument

- The Online multicultural need assessment survey was designed by the researchers.
- Included: 10 Closed-ended questions and 5 open-ended questions.
- Used *Qualtric* Web Platform – with anonymous response.



Results



Closed-ended questions

- 42% of the OCES personnel work with people from different cultures on a weekly basis.
- 50% had receive some type of training related to how to better work with multicultural audiences.
- 78% of the training was delivered in their OCES' personnel college years.
- 66% are willing to attend a multicultural training.

Results (2)

Open-ended questions

OCES Personnel indicated that,

- They are having problems reaching multicultural audiences
- They are concerned about offending people from other cultures
- They have language barriers
- Reaching Latinos is their main concern



Open-ended questions (2)

- Limited number of multicultural audiences have contacted their office.
- Multicultural audiences are not aware of the services OCES provides.
- There is a need of multi language factsheets and other materials.



Strategies proposed to reach Multicultural Groups

- Attending specific Holiday Celebrations
- Attending programs like English as a Second Language in Public Schools
- Local churches
- Tribe facilities & Community Centers



Conclusions



1. OCES personnel is interested in attending intercultural trainings & develop their intercultural competence.
2. The trainings should be delivered in a variety of modalities from a sequence of certain number of separate workshops, to formal lectures.
3. The trainings should be available online and face-to-face to encourage participation.

Recommendations



The Intercultural Competence Training Plan should be comprehensive and include:

1. Assessing Intercultural Competence
2. Design multicultural and/or multilingual trainings materials
3. Design and Deliver trainings
4. Support and award diversity initiatives.

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