In this keynote address, Dr. Garcia will discuss her book *Hispanic Serving Institutions in Practice: Defining “Servingness” at HSIs*, published by Information Age Publishing (2020). Dr. Garcia lays out the Multidimensional Conceptual Framework for Understanding “Servingness,” providing a definition of the concept of servingness. She talks about the “structures for serving” and gives examples from the book about how HSIs are transforming their structures in practice. She also complicates the “indicators of serving,” giving examples from the book about the various ways that HSIs are assessing the extent to which they are serving Chicanx, Latinx and other minoritized students. Dr. Garcia challenges audience members to think about servingness as a multidimensional concept that can be addressed in unique ways by each college and university.

Event is co-sponsored by the UCR HSI Committee and the Office of Diversity, Equity and Inclusion.