

## **UI TS Diversity Plan**

Diversity Goal 1: Recruitment, academic achievement, persistence and graduation of diverse students

Current Status:

Develop and expand the UI TS Professional Practices Program

Performance Indicators for the Goal/Strategy

Undergraduate internships

Undergraduate student employment

Job shadowing and mentoring with IT professionals

Improved pipelines for recruiting professional IT staff

### Tasks

1. Establish relationships with schools such as Informatics, Science, Engineering and Technology, and Liberal Arts to engage faculty and school career and placement centers in identifying students who would like to participate with UI TS in a Professional Practices Program and who would benefit by the opportunity.
2. Identify opportunities for students to work part-time with seasoned UI TS technical professionals, to have paid UI TS IT internships, and to shadow UI TS staff. Ideally, students will be able to apply academic training in "real life" experiences while expanding resumes.
3. Participate in annual university events such as the IUPUI Solutions Conference, the IUPUI Intern Connections Fair, and the UI TS technology fair Making IT Happen, and other events that engage both current and potential undergraduate students, and the local community.
4. Encourage UI TS hourly student employees to complete degree programs and support and develop mentoring relationships between undergraduate students and UI TS professional staff.
5. Initiate a series of student communications outlining values and principles inherent to employment with UI TS.

### Persons Responsible

1. Beth Van Gordon, Director Learning Technology Operations and UI TS Representative to the IUPUI Diversity Council
2. David Donaldson, Manager Media Design and Production
3. Rob Lowden, Director, Development, Operations, and Administration
4. Sue Perin, Manager Residential IT and Student Technology Consulting
5. Debby Allmayer, UI TS Human Resources Officer

### Timeline

Fall 2007; identify schools such as Science, Engineering and Technology, and Herron School of Art to add to the UI TS Professional Practices Program.

Spring 2008; affirm Professional Practices Programs with Informatics and other schools.

Spring 2008; plan events and opportunities for Fall 2008 such internships, job shadowing, mentoring, cooperative career events with Professional Practice Program partners.

**Report of Accomplishments:**

ITS Digital Media Services (now Media Design & Production) participated in a series of student mentoring programs in 2006 and this continues into 2007.

With the School of Informatics Internship Program Director, several ITS staff participated in a Mock Interview process, Job Shadowing and an Alumni Panel for students in N199 and N299. Approximately 41 students are registered in N199 and 43 are registered in N299.

**Spring 2006:**

- Mock Interviews: 5 professional staff participated in 35 interviews
- Job Shadowing: 4 professional staff provided mentoring
- Alumni Panel: 1
- Results: Provided paid Internship for one minority undergraduate student

**Spring 2007:**

- Mock Interviews: Scheduled for March 22, 2007
- Job Shadowing: Scheduled for April 19, 2007
- Alumni Panel: Donaldson participated on February 22, 2007
- Results: TBD
- Hourly student consultants hired into professional FTE positions: 2
- Hourly student consultant hired into professional part-time position: 1

Diversity Goal 2: Recruit, retain, advance, recognize, and promote a diverse faculty, staff and administration reflective of the campus mission while creating a campus-wide community that celebrates its own diversity as one of its strengths and as a means of shaping IUPUI's identity as a university.

Current Status:

#### ITS Affirmative Action Plan

1. Outreach efforts to recruit minority and female faculty and staff
2. Efforts to retain minority and female faculty and staff
3. Mentoring and internship initiatives

#### Performance Indicators for the Goal/Strategy

Increased percentages of minority employees

Increased minority staff retention

Formal and informal mentoring programs

Professional development and legal compliance training and workshops

1. Outreach efforts to recruit minority and female faculty and staff

#### Tasks:

a. *Hire Students for Training or Entry Level Work*: This long standing initiative has become a tradition in ITS and it has clearly established many relationships between students and work in a variety of ITS departments, where students learn cutting edge technology and acquire skills that help them land good paying jobs within or outside ITS and /or the university.

#### Accomplishments:

40% of ITS staff are students; they work in the Student Consulting Centers, the Support Center, the Network Operations Center, the Call Center, the Research Labs and a multitude of other areas where they gain real world IT skills, work ethics as well as money. Some of these students complete their studies and are hired on full time by ITS, while others move outside the university.

b. *Make Community Connections*: Establishing relationships with diverse community groups to publicize job or internship opportunities and to develop future talent among minority, female and in general under represented populations. ITS partners with other campus offices such as Affirmative Action and campus HRA to determine recruitment methods extending to these groups. Participate both in on- and off-campus events geared to these under-represented groups.

#### Accomplishments:

Several diverse groups are contacted periodically to publicize opportunities –

geared especially towards minorities and underrepresented groups. Such as:

African Student Association

Black Greek Council

Informatics Women's Organization  
Latino Student Association  
National Society of Black Engineers  
Native American Student Alliance  
Society of Women Engineers  
Student African American Brotherhood  
Under-Represented Professional & Graduate Student Organization  
Women in Computing  
E.C. Moore Symposium (Theme: Multiculturalism Matters: Educating for a Global Society)

In addition staff attended the following conferences and/or meetings:  
Diversity Conference chaired by Karen Whitney; March 2006  
Indiana Multicultural Job Fair, October 2006  
Student Employment Appreciation Week; April 2006  
Attended "Maintain a Quality Internship Program" presentation; August 2006  
Attended the Student Employment and Internship Fair; August 2006  
IUPUI Affirmative Action Council

## 2. Efforts to retain minority and female faculty and staff

### Tasks:

a. *Recruit and retain under-represented populations in the IT workforce.* In pursuit of this task, UITS senior management continuously monitors the organizational goals and outcomes to determine how well it is doing in accomplishing this task. UITS uses a combination of quantitative and qualitative measures to look at the representative numbers for women and minorities, in its efforts to ensure that its recruiting efforts of these groups and at the same time ensure that vital IT needs are met and the organization's high tech research and academic efforts are carried on.

### Accomplishments:

In 2006 we hired and/or promoted the following minorities at the IUPUI campus:

#### Hired:

2 Hispanic males in professional positions  
2 White females in a professional position  
1 Asian female in an academic position  
1 Asian male in a professional position

#### Promoted:

1 Hispanic male in a professional position  
1 Black male in a support position  
3 White females in professional positions

## 3. Mentoring initiatives

### Tasks:

a. *Multicultural Mentoring;* Mentoring is important in terms of both career development and emotional bonding with the organization because it establishes an early link between students, interns and the workplace. However, mentoring is particularly

important for minorities who are more likely to face overt and covert gender and color bias. Such a program doesn't necessarily have to be a formal mentoring program; even an informal one will serve the purpose. UITS has such an informal but highly interactive program in place - in partnership with the School of Informatics that does provide such a training to students, preparing them for the "real world" when they enter the workplace after graduation.

**Accomplishments:**

In fact, 4 of UITS experienced staff do conduct such interviews with students twice a year; in the fall and the spring semesters. These students bring along their resumes, are interviewed in a formal manner, and at the end they are offered critique and are allowed to ask questions. Moreover, formal evaluation sheets are forwarded to their Career Services Director as part of the overall interview process. About a dozen students participate each semester in this volunteer effort.

*b. Chancellor Bepko Internship Initiative:* UITS is completing its fifth year of the Gerald L. Bepko Student Internship Program. In 2005-06 UITS offered thirteen internships and for the current year 2006-07, UITS offered seventeen such internships for both campuses on exciting, strategic IT projects to students on both the IUPUI and IUB campuses, promoted them at career fairs, through academic schools and diversity and student development offices. The general purpose is to improve the diversity in the IT workforce by placing students from traditionally under-represented populations into these projects and encouraging their pursuit of IT careers. More specifically, UITS has successfully "home grown" much of its current IT talent, and it aspires to having students, particularly minorities and females, who work as interns or as student technology center consultants pursue professional roles within the department as they graduate.

**Accomplishments:**

9 interns hired at IUPUI in 2005-2006

5 interns hired at IUPUI in 2006-2007

**Persons Responsible**

1. Debby Allmayer, Officer, UITS Human Resources
2. Panos Niarchos, Human Resources Coordinator
3. Toni Usrey, Human Resources Coordinator

**Timeline**

Spring 2007; UITS Diversity Plan representing the Affirmative Action commitment complete

Fall 2007; recruitment of Bepko interns begins

Fall 2007; participate in student job fairs

Fall 2007 and Spring 2008; attend diversity seminars and human resource professional conferences

Report of Accomplishments

See above



Diversity Goal 3: Make diversity a strategic priority touching all aspects of and levels of the campus mission.

Current Status:

### UI TS Diversity Committee

#### Performance Indicators for the Goal/Strategy

Consistent and regular communication

Ubiquitous understanding of what UI TS is trying to accomplish and why

Staff focus groups with regular meeting schedules

Culture that maximizes employee performance

#### Tasks

1. Communicated and supported by executive level of UI TS, establish the UI TS Diversity Committee including administrative, management, staff and student employee representation. The charge of the UDC will be to improve the UI TS workplace climate with a commitment to civility in the workplace and a commitment to maximizing the potential of staff.
2. Establish and consistently communicate core values that correspond to how UI TS will conduct itself in all operations. These values include accountability, civility, collaboration, engagement, equity, integrity, respect, and trust to name a few.
3. Through an annual survey instrument (UI TS Workplace Climate Survey), assess the current UI TS workplace climate and measure staff sense of worth and involvement with UI TS strategies and operations. Develop a baseline from which to improve conditions and build success.
4. Host open meetings and focus groups with staff.
5. Work with UI TS HR and the Office of the Deputy CIO to implement programs and workshops that will support the advancement and self-esteem of all staff and that will foster a culture which integrates diversity into all aspects of the UI TS workplace.

#### Persons Responsible

1. John Gosney, UI TS Academic and Faculty Services and chair of the UI TS Diversity Committee and UI TS co-representative to the IUPUI Diversity Council
2. Panos Niarchos, UI TS Human Resources
3. Beth Van Gordon, Director Learning Technology Operations and UI TS co-representative to the IUPUI Diversity Council

#### Timeline

- Spring 2007; establish UI TS Diversity Committee membership via open call to all UI TS staff, inviting participation and clearly outlining membership commitment (term of service on the committee, number of meetings required, etc.).
- Spring 2007; based on UI TS Diversity Committee involvement, establish focus groups with specific goals and objectives.
- Spring 2007; communicate at all UI TS levels the goals and objectives of the UI TS Diversity Committee including goals and objectives of the focus groups.

- Summer 2007; develop UITS Workplace Climate Survey.
- Fall 2007; conduct UITS Workplace Climate Survey.
- Fall 2007; report and communicate at all levels of UITS the outcomes of the specific focus groups.

Report of Accomplishments

Annual reporting completed and publicly available in Spring 2008, including UITS Workplace Climate Survey and results of specific focus groups.

Diversity Goal 4: Regularly assess, evaluate, and improve diversity efforts of IUPUI

Current Status:

### ITS Workplace Climate and Diverse Work Force Annual Assessment

#### Performance Indicators for the Goal/Strategy

Survey Data

Improved ITS Profile statistics in the annual IUPUI Staff Survey

Information gathered during open meetings and staff focus groups

#### Tasks

1. Develop and execute an annual ITS survey to determine the effectiveness of workplace communication and education.
2. Publicly report the results of the ITS Diverse Work Force Annual Assessment.
3. Publicly report on the success of the ITS Affirmative Action Plan.
4. Create a workplace climate where diversity can be understood, respected and practiced with civility and equity.

#### Persons Responsible

1. ITS Stat Math Center
2. John Gosney, ITS Academic and Faculty Services, chair of the ITS Diversity Committee, and ITS co-representative to the IUPUI Diversity Council
3. Beth Van Gordon, Director Learning Technology Operations and ITS co-representative to the IUPUI Diversity Council
4. Debby Allmayer, Officer, ITS Human Resources

#### Timeline

- Fall 2007, analyze data collected by ITS Diversity Committee
- Fall 2007, compare data collected by the ITS Work Force Annual Assessment to the ITS data collected during the IUPUI staff survey.
- Spring 2007, publicly report ITS Diversity Committee survey findings.

Report of Accomplishments

Annual reporting completed and publicly available in Spring 2008.