

# Division of Administration & Finance – Summary of 2020 DEI Efforts

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## Division-Level Efforts

- Formed the A&F DEI Working Group to oversee the planning, monitoring and evaluating of diversity initiatives and programs for the division. The group met every three weeks to discuss plan progress and share updates regarding DEI activities at the unit level.
- Division assessment was conducted using the Multicultural organization development (MCOB) model to establish a baseline within the six stage process.
- Creation of the Administration & Finance Diversity, Equity, and Inclusion Plan (A&F DEI plan), which provides a framework with a focus on education, engaging in discussion, building relationships, and continually assessing efforts to ensure progress is made.
- Creation of the A&F Strategic Actions Plan to complete the seven remaining strategic actions to progress from Stage 1 to Stage 2 of the MCOB model.
- A&F division DEI liaisons (2) regularly met with Bobbie Porter, Assistant Vice President for Diversity, Inclusion and Equity Programs, to discuss division DEI strategic planning, ensure implementation remains on track, and gather ideas of engagement opportunities for division employees.
- DEI goals were included in all evaluations to ensure division employees are aware of the importance of participating in diversity education and training opportunities.
- A&F managers participated in an *Emotional Intelligence in Cross Cultural Interactions* workshop, facilitated by HRDI.
- Established the A&F DEI webpage to contain divisional statistics, document division's progress towards moving to Stage 2 and beyond, activities, and campus resources.
- Division communication continually promoted DEI education opportunities and encouraged employee engagement with campus events.
- Updated the *A&F Commitments* document to include a DEI element.
- 144 employees participated in the One Book, One CSUF Program and read *The Book of Unknown Americans*. Departments across the division hosted reading groups and participated in activities surrounding the book.
- 85 A&F employees (28 Managers and 57 Staff) participated in the Inclusion Champion Certificate Program (ICCP). Four managers completed the program and received their Inclusion Champion certificate.

## Unit-Level Efforts

### Auxiliary Services Corporation (ASC)

- **One Book, One CSUF Program:** 27 employees read *The Book of Unknown Americans* and several book club discussions were held. Six employees participated in the *Virtual Author Visit* book discussion and Q&A event. Five employees participated in the *#UndocuLife with Martha Zavala Perez* workshop.

- **We Stand Together Speaker Series 2020-21:** Four employees participated in the *Challenges of Leadership in Democracy* webinar featuring Leon Panetta.
- **Inclusion Champion Certificate Program (ICCP):** Six employees participated in ICCP courses with the intent of completing the program.
- **DEI Trainings:** Employees participated in campus and online training to enhance awareness, explore topics, and develop skills necessary to facilitate discussions within ASC.
- **Team meetings:** Executive Director emphasized ASC's commitment to Diversity, Equity, and Inclusion and the importance of DEI to ASC and the campus community. DEI topics were included as a standing agenda item for 1:1 meetings, weekly director meetings, and staff meetings. Employees were regularly encouraged to participate in DEI training opportunities and campus events.
- **Weekly Directors Meeting:** Executive Director shared A&F divisional action plan with direct reports and discussed the importance of the plan and to include DEI items in their FY20/21 goals. Managers were instructed to share the A&F divisional action plan with staff as part of their ongoing DEI discussions and engagement activities.
- **ASC Board Meeting:** Executive Director's report provided a DEI update at the December Board Meeting.

## Contracts & Procurement

- **One Book, One CSUF Program:** All employees read *The Book of Unknown Americans* and participated in book club discussions during weekly department meetings. Five employees participated in the *Virtual Author Visit* book discussion and Q&A event.
- **Inclusion Champion Certificate Program (ICCP):** Three employees participated in ICCP courses with more employees planning on beginning the program in 2021. One manager completed the program and received their Inclusion Champion certificate.
- **Diversity and Inclusion Leadership Academy:** One manager completed the Diversity and Inclusion Leadership Academy program.
- **Team meetings:** Weekly team meetings were structured to allow team members to participate and share perspectives on various DEI and social matters of the day. Employees shared their own stories of coming to the United States as either first or second generation immigrants.
- **Guest Speaker:** Department began inviting guest speakers from the campus community to contribute to discussions of the various populations and programs on campus. The first guest speaker was Dr. Brady Heiner, Chair of the CSU Project Rebound Consortium, who provided an overview on how the program offers special support services, academic advising and mentoring to formerly incarcerated men and women attending CSUF.
- **Documentaries:** Department introduced its own approach towards the study and comprehension of current social issues by exploring the readily available medium of documentaries. The documentaries selected have been created, developed and directed by critically acclaimed Documentarians. As a Team several relevant documentaries were selected (13th, Miss Representation, Bowling for Columbine, and others) with the objective expanding knowledge of the current social climate within the United States and abroad.

## Capital Programs & Facilities Management (CPFM)

- **One Book, One CSUF Program:** 30 employees read *The Book of Unknown Americans*. CPFM management held book club discussions and participated in short DEI activities. The

Sustainability Team held a small team book discussion where team members shared their take on the book, what they liked/did not like, etc. Several employees participated in the *Virtual Author Visit* book discussion and Q&A event.

- **We Stand Together Speaker Series 2020-21:** Several employees participated in the *Challenges of Leadership in Democracy* webinar featuring Leon Panetta.
- **Inclusion Champion Certificate Program (ICCP):** 30 employees participated in ICCP courses with the intent of completing the program.
- **Department-Specific Discussions and Activities:**
  - **Building Trades:** Each building trade group (4 shops) held a DEI-specific meeting to discuss DEI and related learning opportunities and available resources. Team members were engaged in the discussion surrounding what DEI is and why it is important. Staff members shared personal experiences.
  - **CPFM Directors Team:** The AVP and Directors Team discussed the importance of DEI in the workplace, and brainstormed ideas on how to engage CPFM staff in DEI discussions and activities. Each Director shared what their teams have done, how it went, and what came from their meetings.
  - **Custodial Operations:** The Custodial Operations group held a DEI-specific meeting to discuss DEI and promote *The Book of Unknown Americans*. Each staff member was asked to share something about themselves that others may not know. Team members were engaged and enjoyed learning about each other.
  - **Financial Operations and Service Center:** Staff participated in DEI-specific meetings where team members shared personal experiences and engaged in a conversation about respectful engagement with others. The group has a good dialogue about understanding others, potential approaches to where they all defined the words: diversity, equity, and inclusion. Team members also shared the challenges/situations they have faced with DEI and how it affected them.
  - **Landscape Services:** The Landscape Services group had a DEI-specific meeting to discuss DEI basics. Definitions of DEI were reviewed and discussed, and each staff member shared something about themselves. Employees also shared holiday traditions that they currently do or did in the past with their families. The group also participated in a short DEI activity where they click a “thumbs-up” button on their Zoom if they agree with the statement that is made by the facilitator. The statements are simple, short, and fun, such as “Thumbs-up if you are a Lakers fan”.
  - **Logistical Services:** The Logistical Services group held a DEI-specific meeting to discuss DEI and related learning opportunities and available resources. Each staff member was asked to share something about themselves that others may not know. Team members were engaged and enjoyed learning about each other.
  - **Planning & Design:** The Planning & Design department held one DEI meeting where discussions on DEI took place, *The Book of Unknown Americans* was promoted, and DEI LinkedIn Learning trainings videos were discussed and encouraged.
  - **Plant Operations:** The Associate Director of Plant Operations regularly promoted the ICCP program and summarized the courses he has taken during weekly team meetings. This effort is ongoing to encourage staff participation.

## Financial Services & Administrative Systems

- **One Book, One CSUF Program:** 32 employees read *The Book of Unknown Americans*. Two areas have completed their department book clubs, and one area will complete the second half of the book discussion activity in 2021. 14 employees participated in the *Virtual*

*Author Visit* book discussion and Q&A event. 14 employees participated in the *#UndocuLife with Martha Zavala Perez* workshop.

- **We Stand Together Speaker Series 2020-21:** 25 employees participated in the *Challenges of Leadership in Democracy* webinar featuring Leon Panetta.
- **Inclusion Champion Certificate Program (ICCP):** 16 employees participated in ICCP courses with the intent of completing the program. Two managers completed the program and received their Inclusion Champion certificate.
- **Diversity and Inclusion Leadership Academy:** One manager completed the Diversity and Inclusion Leadership Academy program.
- **Team meetings:** DEI was included as an agenda item for all department monthly staff meetings. Managers regularly encouraged and supported staff participation in DEI workshops and events.
- **Department Initiatives:** Each area facilitated department-wide input on processes and procedures to ensure they meet the needs of everyone in the department. Committees were created consisting of staff members from multiple groups to provide input on specific areas for improvement.
- **Administrative Systems (AFIT):** AFIT staff meetings included a DEI agenda item to share updates and information. Meetings also included an activity using breakout rooms for team member interaction. Questions included topics on work, work/life balance, personal, and DEI related questions. AFIT's monthly newsletter was expanded to include a DEI section to share information and highlight upcoming courses and workshops.

## Parking & Transportation

- **One Book, One CSUF Program:** 17 employees read *The Book of Unknown Americans* with 13 employees participating in the department book club. Four employees participated in the *Virtual Author Visit* book discussion and Q&A event. Four employees attended the *#UndocuLife with Martha Zavala Perez* workshop.
- **We Stand Together Speaker Series 2020-21:** 10 employees participated in the *Challenges of Leadership in Democracy* webinar featuring Leon Panetta.
- **Inclusion Champion Certificate Program (ICCP):** 10 employees participated in ICCP courses with the intent of completing the program.
- **Team Meetings:** Department team meetings incorporated “ice-breakers” (ex// Origin of name, family tradition, food) to foster engagement and appreciation for one another.
- **LinkedIn Learning:** Bi-Weekly team meeting included discussions on a chosen LinkedIn Training. First discussion (12/9) covered the training, *Inclusion During Difficult Times*. Productive discussion about the uniqueness of working from home and the pandemic, and how to ensure inclusivity during the difficult times.
- **Department Process Improvement Initiatives:** Entire department – created diverse teams with at least one member from each functional unit, ensures multiple stakeholder perspectives, tackling different parts of the “problem”. Building a culture of inclusivity, engagement, and openness of expression, where the team is a part of a solution/decision-making from the ground-up. First process review underway for improving the function of permit dispensers (customer experience, maintenance, vendor expectations, internal communication).

## Resource Planning & Budget

- **One Book, One CSUF Program:** All employees read *The Book of Unknown Americans*. The department ran a 10-week book club and used a facilitator to wrap up the study of the

book. Employees participated in the *Virtual Author Visit* book discussion and Q&A event, and the *#UndocuLife with Martha Zavala Perez* workshop.

- **Inclusion Champion Certificate Program (ICCP):** One employee participated in ICCP courses with the intent of completing the program.
- **Team Meetings:** Every couple of months, department conducted group discussions on how DEI work is flowing into our working habits.
- **LinkedIn Learning:** Team started the *Managing a Diverse Team* LinkedIn course and held discussions after the completion of each section. The team will complete the second half of the course in 2021.
- **Online DEI Training:** All team members attend a webinar session facilitated by Dale Carnegie of Orange County on *Understanding Diversity & Inclusion*.

## University Police Department (UPD)

- **One Book, One CSUF Program:** 10 employees read *The Book of Unknown Americans*. The department book club discussions included discussions of personal experiences and engagement of perspective taking. Five employees participated in the *Virtual Author Visit* book discussion and Q&A event.
- **We Stand Together Speaker Series 2020-21:** Employees participated in the *Challenges of Leadership in Democracy* webinar featuring Leon Panetta.
- **Inclusion Champion Certificate Program (ICCP):** Two employees participated in ICCP courses with the intent of completing the program.
- **Movie Club:** UPD employees formed a Movie Club and voted and selected the movie, *Just Mercy*. A lunchtime discussion focused on the movie, personal experiences, and sharing their varying perspectives.
- **Department Meetings:** Department meetings covered division DEI efforts and the DEI Strategic Plan was distributed to all CSUF PD employees. Employees were reminded of the expectations of their participation in the police department DEI efforts going forward, and encouraged personnel to voice concerns and provide input. During the daily department briefings, the national climate, race concerns, the changing landscape of law enforcement, challenges of defensive tactics, etc., were discussed.
- **UPD Internal Training:**
  - **Bias and Racial Profiling:** 34 employees attended three sessions covering the history as it relates to racial bias and community perceptions, reviewed potential ways biases may affect decision making, revealed how bias and profiling impact the profession and influences public perception, identified various community perspectives and concerns, and reflect on diversity within law enforcement agencies.
  - **Embassy Consulting - Building a Safe, Respectful, and Inclusive Workplace and Community:** 62 employees attended four sessions focused on self and social awareness, implicit and explicit bias, empathy, responsible decision-making, and other aspects of modern-day policing.
  - **Communication Strategies for Conflict (De-escalation):** 21 employees attended a session on using the science and research underlying human behavior and communication, the training assisted the learner to develop skills to reduce the impact of their emotions in stressful encounters by reducing the ego's role in conflict.
  - **Emotional Intelligence Training:** The entire department attended the workshop and presentation facilitated by Bobbie Porter and Heather Younger, on learning the skills to become a caring leader by crafting cultures of listening where everyone

feels seen, heard, and valued – leading to increased employee engagement, loyalty, and productivity.

- **Other DEI Efforts and Activities:**

- **Game Changer (Conducted Twice):** Various members of the UPD participate in the Game Changer events which bring together law enforcement personnel and civilian participants. Diverse teams are formed to engage with one another and mitigate violence between law enforcement and the general public, and to improve relations between the two groups.
- **Chief's Advisory Board (CAB):** The Chief's Advisory Board (CAB) was formed and will seek advice and counsel from the diverse campus community members. The board will continue to discuss issues that impact the safety and quality of life of students, faculty, staff, and visitors of the CSUF campus and the Irvine Center.
- **CSUF PD Connections (Officer Liaison Program):** The Officer Liaison Program was launched to provide opportunities for CSUF PD to build connections and relationships with students and understand perspectives from the campus community, which will help guide the UPD's practices and procedures.
- **CSUF PD Listening & Sharing Tour:** The UPD developed a Listening & Sharing Tour and conducted three presentations to address concerns members of the community may have with law enforcement on or around campus. The Presidential Task Force on 21<sup>st</sup> Century Policing recommendations was utilized as one of the guiding frameworks for the tour.
- **CSUF PD Citizen's Police Academy:** The four-week Citizen's Police Academy was introduced to the campus community. The provides insight into the professional life of a police officer, law enforcement principles, CSI vs reality, DUI, drug recognition, and more. The academy allows for open respectful two-way dialogue, perspective-taking, and insight into the challenges citizens and law enforcement face.
- **CSUF PD & Student Affairs Working Group:** A group of diverse voices and perspectives from the UPD and Student Affairs was formed to collaborate and draw a roadmap each academic year to enhance the UPD's relationships and communication with students. The working group and working committee will create synergy with programs, review recommendations to bring forth change, and implement plans.

## Vice President's Office

- **One Book, One CSUF Program:** All employees read *The Book of Unknown Americans*. Four book club sessions were held and participants shared their favorite passages, discussed their personal experiences and their changed perceptions of characters when re-reading the chapters knowing how the entire story plays out. Book club discussions will continue in 2021. Five employees participated in the *Virtual Author Visit* book discussion and Q&A event, and the *#UndocuLife with Martha Zavala Perez* workshop.
- **Inclusion Champion Certificate Program (ICCP):** Five employees participated in ICCP courses with the intent of completing the program. One manager completed the program and received their Inclusion Champion certificate.
- **We Stand Together Speaker Series 2020-21:** Employees participated in the *Challenges of Leadership in Democracy* webinar featuring Leon Panetta.
- **LinkedIn Learning:** The VP Office completed the following LinkedIn Learning courses to develop a list of DEI courses to be shared with the division: *Diversity, Inclusion, and Belonging; Inclusion During Difficult Times; Fostering Belonging as a Leader; Skills for Inclusive Conversations; and Unconscious Bias*.