



Executive Summary

The FY18 Business Services (Bus Svc) Engagement, Inclusion and Diversity (EID) Plan builds on and further updates the division's most recent EID Plan that was updated in 2016 and was included within our FY17 performance plan. The plan articulates a context for the division's approach to supporting a positive working environment and then frames an assessment strategy and identifies related goals before summarizing ongoing and future initiatives to support success. The content is organized into the following three sections: (1) Increasing Representation and Recruitment; (2) Increasing Engagement; and (3) Increasing Inclusion.

In FY18, the Division of Business Services will continue to support the VCFA's strategic priority of Engagement, Inclusion and Diversity (EID) through the following goals and planned actions:

1. INCREASING REPRESENTATION AND RECRUITMENT

Division goal/objective statement: Continue to emphasize increasing under-represented populations in the division's workforce.

Milestones to be accomplished:

- Continue working with Human Resources and other organizations such as National Association of Black Accountants (NABA) as practical to draw from a more diverse pool of qualified applicants when recruiting for positions, including reaching out to diverse demographics.
- Continue to frame division hiring practices that integrate diversity, including balanced and diverse interview panels and search and screen committees.
- Provide training to interview panels, search and screen committees, and hiring managers regarding bias literacy (i.e., WISELI Training on Excellence and Diversity).
- Continue involvement with the PEOPLE (Pre-College Enrichment Opportunity Program for Learning Excellence) program to expose high school students of color to a professional working environment.
- Stay active in campus diversity initiatives such as maintaining representation on the VCFA EID Council.

2. INCREASING ENGAGEMENT

Division goal/objective statement: Continue to build a collaborative work environment which enhances employee engagement with their position and the University.

Milestones to be accomplished:

- Continue to promote and fund professional development opportunities for division employees.

- Continue to encourage supervisors to hold at least two forums this year to discuss ways towards continuous improvement of the working environment.
- Continue to leverage the division's intranet as a valuable resource for shared information.
- Highlight and showcase the division's accomplishments across campus via the University's intranet site (Working-At-UW) and other outlets.
- Collaborate with the Leadership Institute to develop a learning community to educate staff on the following areas:
 - Spheres of influence.
 - Tools and skills to help build an inclusive working environment.
 - Learn and practice ways of engaging with intercultural conflict.
 - How to build inclusive and equitable relationships across campus.
 - To develop confidence in personal leadership style.

3. INCREASING INCLUSION

Division goal/objective statement: Continue emphasis of a work environment which all employees feel included, supported and connected.

Milestones to be accomplished:

- Continue to strengthen and promote a deliberate and consistent onboarding program within the division.
- Continue to provide division-wide training opportunities promoting respectful behaviors and cultural understanding.
- Support and continue the efforts of the division's community committee for employees to connect and understand other cultures and interests.

FY17 EID Activities

The intent of the Division is to promote a culture of support and acceptance that shows respect, appreciation, and an opportunity for learning and growth amongst colleagues based on the unique background, experiences, personal characteristics and preferences each individual offers to the Division.

As part of the ongoing emphasis and importance of inspiring an engaged, inclusive and diverse workplace at UW-Madison, the Division of Business Services established a committee in 2014 to assist in soliciting input and providing guidance and support to the Division.

Following is a summary of activities and events over the most recent year, which contribute to this important priority of an effective, team-oriented work force:

Division of Business Services

- Encouraged employee participation in various campus trainings and forums:
 - Diversity Forum
- Participated through two representatives of the Division in planning and coordination as members of the VCFA EID Committee.
- Engaged a member of the leadership team in a learning community bi-weekly over the course of the fall and spring semester to gain a better understanding of challenges and

barriers to diversity, particularly in a Midwest US, minimally diverse environment and, more specifically, the meaning of topics such as white privilege and differences for individuals of other ethnic, racial and/or gender backgrounds.

- Developed a leadership team program to encourage small group conversations and feedback including a monthly cross-section of employees hosted direct meeting with the Associate Vice Chancellor of the Division.
- Submitted through leadership a UW-Madison *Women of Color Award* recommendation, Binu Hill, awarded that recognition in spring, 2017.
- Established a training committee as a result of the 2016 VCFA EID study results to develop and deliver tailored, training sessions based on the feedback of the Division's employees. The training sessions addressed leading practices in usage of MicroSoft Excel and further functionality such as Pivot Table tools and techniques.

Division of Business Services Departments

- Hosted Leslie Stilson, Accommodation Specialist, who presented *Disability 101* to staff in preparation for hosting a visually impaired PEOPLE intern in the summer of 2017.
- Held regularly scheduled team meetings included viewings of EID related TED talks.
- Coordinated employee lunch gatherings to share information on their culture/cuisine.
- Held staff retreats to foster inclusive environments focusing on teamwork and problem solving.
- Solicited improvement ideas from staff regularly.
- Hosted the Employee Assistance Office for a presentation on communication styles and addressing conflicts in the office.

Students in the Division of Business Services

- Hosted two PEOPLE Program incoming high school senior interns in the summer of 2017. These are the fourth and fifth PEOPLE program interns hosted over the last three years with two of the first three attending UW-Madison following high school graduation.
- Maintained active WiGrow Program participation from throughout the Division.
- Organized employees and hosted Student Employee Appreciation Luncheon in the summer.
- Donated food and sundry items for Student Goody Bags during exams by employees.

Division of Business Services EID Committee

- Conducted mid-year employee survey to supplement the annual VCFA EID Survey results; results are in the process of being analyzed by the survey center and should be available in coming weeks.
- Participated through various staff in VCFA EID Forums, including the third shift events to listen to the experiences and challenges of a cross-section of campus employees.
- Regular committee meetings to continue working toward the overall goals.

Business Services Community Committee (BSCC)

- Coordinated monthly Pay Day Snack Mixers to encourage employee interaction which was expanded from one unit to the entire division in recent years.
- Raised over \$1,200 through a departmental Penny War to benefit the Second Harvest Foodbank of Southern Wisconsin Adopt a Cow Program.
- Hosted an Ice Cream Social to encourage employee interaction.
- Coordinated an annual, social outing at a Madison Mallards baseball game, which has been a recurring event expanded from one unit to the entire Division in recent years.
- Hosted various Holiday Luncheons to encourage employee interaction.
- Coordinated a Steps Challenge amongst employees to encourage healthy lifestyles.
- Provided employees the opportunity to tour various departments/locations throughout campus:
 - Space Science and Engineering Center
 - Charter Street Heating Plant
 - Arboretum

Future Plans/Opportunities

- EID Committee will provide periodic updates at Leadership Team meetings.
- Leadership plans to develop a program for Safe Space Conversations.
- The Division will continue to explore and develop additional avenues for employee feedback.
- Other efforts anticipated to be predicated on the results of the 2018 VCFA EID Survey.