



OneIT@Iowa

Diversity, Equity, Inclusion,
and Collaboration
Action Plan

IOWATM

Diversity, Equity, Inclusion, and Collaboration Goal 1:

Create and sustain an inclusive and equitable campus environment.

DEI Goal 1 Strategy A: We can meet our diversity, equity, inclusion, and collaboration goal if we consistently, clearly, and boldly communicate to build awareness in OneIT staff that DEI is critical to the university's core missions.

Critical Task 1: Establish broad community dialogue about what DEI means and why it is important.

Tactics–Action Items

- Develop communication plan to expand knowledge and promote dialogue about DEI.
- Create and support existing safe spaces, including identity-based affinity groups, for learning and exploration around DEI.

Indicators of Success

- Inclusion of DEI topics on meeting agendas across IT community. Climate survey shows people have comfortable places to discuss and explore these ideas.
- Participation in identity-based affinity groups and other venues where DEI is discussed.

Critical Task 2: Establish standards for OneIT communication materials to reflect and respect diverse identities in OneIT in order to foster inclusivity.

Tactics–Action Items

- Review OneIT sites for use of non-inclusive language and address any findings.
- Create an inclusive communications toolkit that shares best practices and templates.
- Encourage staff in marketing and communication roles to develop DEI communication skills and awareness through training and related professional development.

Indicators of Success

- Language of OneIT communications is inclusive based on SiteImprove or equivalent metrics.

Critical Task 3: Ensure OneIT is aligned with campus DEI efforts through transparency of DEI activities and involvement of campus partners and experts.

Tactics–Action Items

- Liaise with the Division of Diversity, Equity, and Inclusion.
- Encourage and recognize IT staff participation/ leadership in campus DEI initiatives and events.
- Have representation in campus DEI planning efforts.

Indicators of Success

- Review of plan with DDEI unit completed.
- Participation in campus DEI events.
- Participation in DEI planning efforts.

DEI Goal 1 Strategy B: We can meet our diversity, equity, inclusion, and collaboration goal if we ensure inclusion in the development and delivery of IT services, and enhance the campus physical and technological environment for inclusion and accessibility.

Critical Task 1: Deliver inclusive and identity-conscious IT services.

Tactics–Action Items

- Train front-line staff so they are equipped and confident in working with users of IT services and campus partners with diverse backgrounds, needs, and abilities.

Indicators of Success

- Number of services providing staff training.
- Service user satisfaction.

Critical Task 2: Improve accessibility of OneIT interaction spaces.

Tactics–Action Items

- Conduct accessibility audit of IT-managed spaces, with special attention to customer-facing areas.
- Identify other spaces where addressing issues is necessary.

Indicators of Success

- Utilize tool developed by DEI action plan to conduct audits of physical environments.
- Opportunity for outside accessibility evaluation?

Critical Task 3: Improve communication and adherence to principles of access for everyone for OneIT-developed applications.

Tactics–Action Items

- Develop and adhere to best practices and common frameworks.
- Expand the working definitions of accessibility and usability to include all aspects of universal design.

Indicators of Success

- More intuitive software.

Diversity, Equity, Inclusion, and Collaboration Goal 2:

Recruit, retain, and advance a diverse campus community of faculty, staff, and students.

DEI Goal 2 Strategy A: We can meet our diversity, equity, inclusion, and collaboration goal if we embed diversity, equity, and inclusion in all talent-acquisition practices and support departments in recruiting a diverse staff.

Critical Task 1: Diversify the workforce by defining, implementing, and communicating the use of inclusive hiring practices.

Tactics–Action Items

- Define and implement practices to ensure utilization of inclusive language in job postings.
- Ensure staff involved in recruitment and selection have unconscious bias training.
- Ensure equitable salary practices in recruitment.

Indicators of Success

- Establish baseline and increase in diversity of the workforce.
- Increased awareness and usage by OneIT units of inclusive hiring practices and techniques.

Critical Task 2: Cultivate hiring pipelines that encourage a diversity of applicants, with a specific focus on areas of IT with low or no diversity.

Tactics–Action Items

- Leverage existing programs, such as SPARK job shadowing/rotation, and develop new programs (e.g. mentoring) to ensure equitable-access career mobility.
- Encourage intentional recruiting into early career/student positions to enhance diversity and reinforce inclusivity practices.
- Enhance opportunities for student success by facilitating undergraduate employment of under-represented minority students; expand use of the [Iowa GROW](#) model, and integrate DEI-related content to strengthen supervisor skill sets.

Indicators of Success

- Diversity of participation in SPARK job shadowing/job rotation experiences.
- Units/staff/supervisors given opportunity to present methods and successes for mentoring and contributing to student success or developing student pipelines.
- Student-only career opportunities created within OneIT.
- Partner with Division of Student Life to utilize Student Employee Survey metrics.

DEI Goal 2 Strategy B: We can meet our diversity, equity, inclusion, and collaboration goal if we support and implement programs and devote resources to enhance retention of a diverse workforce and promote an inclusive culture.

Critical Task 1: Create a holistic view of retention that considers the entire employee experience, including belonging, and recognizing that retention is about more than just career opportunity.

Tactics–Action Items

- Embed diversity, equity, and inclusion in all talent/HR practices and training materials (e.g. onboarding, leadership development).
- Ensure that consistent review of the Collaboration and Embracing Diversity Universal Competency is applied during performance evaluations.
- Develop information, policies, practices, and systems that facilitate identity transitions in the workplace.
- Promote and sponsor external speakers/events that share broader perspectives on inclusion and identity.

Indicators of Success

- Improved Climate Survey results in areas related to retention and climate.
- Two events per year created or added to existing platforms (Tech Forum) to highlight and share broader perspectives of inclusion and identity.
- Improved attendance/reduced absenteeism.

Critical Task 2: Develop a culture of equity and inclusion as a critical component of retention of a diverse workforce.

Tactics–Action Items

- Encourage and recognize staff for developing skills and tools for improving culture by participating in DEI training.
- Develop and implement a stay-interview system to assist in evaluating culture.
- Ensure DEI is a considered part of all planning initiatives.

Indicators of Success

- Decreased number of staff reporting a negative view of DEI initiatives based on climate survey results.
- Percentage of staff participating in DEI training, initially based on BUILD courses.

Critical Task 3: Examine compensation of OneIT staff using identity-conscious metrics to ensure equitable processes and practices.

Tactics–Action Items

- Conduct a compensation equity review and develop remediation plans.

Indicators of Success

- 80% of pay gaps identified addressed within 2 years.

Critical Task 4: Charter an IT DEI committee with broad, rotating representation across identities and workgroups, and a liaison to the UI DDEI, to coordinate plan implementation and advise leadership.

Tactics–Action Items

- Develop the charge including goals, purview, and deliverables in collaboration with other campus diversity councils.
- Include the leadership of communities of underrepresented minority staff, allies, and other interested parties in deciding the makeup of the committee.
- Define task of this committee.

Indicators of Success

- Establishment of the committee and achievement of deliverables defined in the charge.
- Active, visible sponsorship from senior leadership.

Critical Task 5: Establish resource allocations that reflect the importance of DEI within OneIT.

Tactics–Action Items

- Develop roadmap to ensure timely execution of DEI strategic plan for OneIT.

Indicators of Success

- Estimation of resources, prioritization, roadmap, and resource allocations completed.

DEI Goal 2 Strategy C: We can meet our diversity, equity, inclusion, and collaboration goal if we support and implement programs and devote resources to ensure the advancement of a diverse workforce.

Critical Task 1: Develop programs that support intentionally equitable advancement for members of underrepresented groups.

Tactics–Action Items

- Develop mentorship programs that intentionally address professional development for targeted groups.
- Encourage and recognize mentor participation in programs.
- Adopt goals related to leadership advancement of targeted groups.

Indicators of Success

- Count of participants in mentorship programs (both mentors and mentees).
- Diversity of leadership (supervisors, directors, senior directors).

Critical Task 2: Develop programs that target early career professional development.

Tactics–Action Items

- Build communities of practice and support for early career professionals.
- Reward and recognize supervisors/staff/units that actively participate in early career mentoring opportunities.
- Provide opportunities for staff to shadow leaders in meetings in order to provide growth opportunities, improve succession plans, and improve transparency of decisions made.

Indicators of Success

- Establishment of communities.
- Mentor participation.

Diversity, Equity, Inclusion, and Collaboration Goal 3:

Enhance campus-wide DEI accountability, effectiveness, and collaboration.

DEI Goal 3 Strategy A: We can meet our diversity, equity, inclusion, and collaboration goal if we enhance OneIT, unit, and individual accountability for achieving diversity, equity, and inclusion-related outcomes.

Critical Task 1: Ensure DEI literacy is an expectation of leadership in OneIT.

Tactics–Action Items

- Require participation in BUILD training and certification for all IT leadership and supervisors.
- Include DEI efforts and training in assessment for leadership/promotional opportunities.

Indicators of Success

- Number of leadership staff members that have completed BUILD training.
- Increase of DEI-related activities in IT roadmaps and success rate for those items.

Critical Task 2: Communicate that DEI is a part of everyone's job and ensure that community members are equipped to be effective at promoting, modeling, and implementing DEI core values.

Tactics–Action Items

- Articulate expectations regarding DEI efforts and participation in performance reviews and goal setting.
- Train staff so they are equipped and confident in working across teams of people with diverse backgrounds, needs, and abilities.

Indicators of Success

- Number of staff participating in professional development and training related to DEI.
- Establish baseline and targets for ratings of staff in core competency.

DEI Goal 3 Strategy B: We can meet our diversity, equity, inclusion, and collaboration goal if we facilitate the increased use of data to inform campus-wide DEI-related decision-making.

Critical Task 1: Empower data-informed decision-making in support of institutional DEI goals through participation in the collection, analysis, and distribution of data.

Tactics–Action Items

- Complete Human Resources analytics solutions including data marts and visualizations related to DEI metrics.
- Develop DEI analytic and reporting solutions to inform student success efforts, e.g. retention strategies for students from diverse and underrepresented backgrounds.
- Participate in the DEI Data Coordinators and Analytics working groups.

Indicators of Success

- Increased DEI data and analytics solutions available for campus.
- Increased campus adoption of DEI data and analytics solutions.
- Increased campus DEI data awareness and literacy.

Critical Task 2: Gather and share DEI data-informed decision-making best practices.

Tactics–Action Items

- Work with campus partners to collect and share best practices.
- Understand and educate campus constituents on the impact of bias in data collection and analysis.
- Develop a utilization aid that explains how to find and effectively utilize relevant DEI data across all dashboards.
- Develop common data definitions and practices for gathering and reporting DEI information.

Indicators of Success

- Establish baseline and target for number of organizations and units utilizing standard reports and data.