EDUCAUSE Moderator, Jamie Farrell: Welcome, everyone!  Today’s EDUCAUSE Live! Webinar “What Is DEI? How Can I Be a Better Ally?” will begin at 1 p.m. eastern time.

EDUCAUSE Moderator, Jamie Farrell: As we wait for today’s session to begin, feel free to chat with attendees in this chat pod. Tweet your thoughts and reflections using these hashtags:  #EDULIVE

dbolognone: hello from Colgate University

Sue Harlan: Good Morning! Orange Coast College here

Jay-UGA: Hello from University of Georgia!

Dana C. Gierdowski: Hello from Raleigh!

Frank DeLano: Hello from Michigan State University

Jim Berger: Hello from Georgia College!

Beth Toren: 13 in group from West Virginia University Libraries

Howard Community College: Hello from Howard Community College!

\_Technical Help, Heather Cisneros: Please use your computer speakers to listen to this session. If you have any technical difficulties, please send a private chat to Technical Help. To send message click in the upper right hand corner of the chat box and select Start Chat With > Hosts.

Marcia Dority Baker: Hello from Nebraska!

Steve Lovaas: Hi on a snow-covered day from Colorado State University! Good to see such broad participation in this topic.

Amanda Izenstark: Hello from the University of Rhode Island!

\_Technical Help, Heather Cisneros: Recordings and resources from this session will be available on the EDUCAUSE LIVE! session archive page: <https://events.educause.edu/educause-live/webinars/2019/what-is-dei-how-can-i-be-a-better-ally>

Sanghyun Jeon: Hi from Pomona college

Erica Fleming: Hello from Penn State!

Rachel 2: Hello from SUNY Geneseo!

Sanghyun Jeon: wondering this will be recording

\_Technical Help, Heather Cisneros: If you would like to open captioning in a separate and adjustable window, please use the following link: <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.streamtext.net%2Fplayer%3Fevent%3DLIVE1918&amp;data=02%7C01%7C%7C03af32e0095143cc99df08d77e70d0c7%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637116895328835153&amp;sdata=HJ5VLTtecolZhy9zQfIuBapy7huP%2BjtaSCZmCdZ0oZo%3D&amp;reserved=0>

Annette Beck: Hello from Iowa!

Todd Jensen: Hello everyone, from Nebraska!

Shar (Univ of Washington): Greetings from Seattle, WA

JoAnne Martone: Greetings from UMass Amherst!

Gretchen Maxam: Hello from Hamilton College in chilly upstate/central NYS!

Erica Reed: Hello from Central New Mexico Community College

EDUCAUSE Moderator, Jamie Farrell: Hello everyone! Thank you for joining us, today!

Katie Pasciolla: Hi All!  Joining from College for Creative Studies!

Dana C. Gierdowski: I just bought it!

 \_Technical Help, Heather Cisneros: What Does DEI Mean? <https://library.educause.edu/topics/information-technology-management-and-leadership/diversity-equity-and-inclusion-dei>

Teri 2: Especially Reshma's presentation -Appreciate the conversations integrating diversity and inclusion of thought , skills, experience, etc.

EDUCAUSE Moderator, Jamie Farrell: My ah-ha moment was when Reshma Saujani quoted the stat that women will only apply for a job when they feel  they meet 100%  of the requirements, and men will apply when  they feel they meet about 60% of the requirements

EDUCAUSE Moderator, Jamie Farrell: Yes! I loved the Slackbot! I'm looking forward to hearing more about that!

Teri 2: A lot of informal conversations also centered on how we incorporate inclusive language into job descriptions and job postings [ better]

EDUCAUSE Moderator, Jamie Farrell: Yes, that was eye opening for me as well, Teri.

John Stroud: We are all on a journey of improvement and learning, and that journey has no end.

Dana C. Gierdowski: "y'all" means all :) and not just in the South

Teri 2: Hello Everyone is what I try to say for a greeting or Hey, everyone

Allan Chen: I use "y'all" as well, and I’m in CA. But I also use "team" and "everyone"

Teri 2: yes! Dana !  Y'all is already inclusive!!

UIowa: "Folks" is good alternative

 \_Technical Help, Heather Cisneros: “Characteristics of an Inclusive Workplace”  <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fpulse%2Fcharacteristics-inclusive-workplace-siyana-sokolova&amp;data=02%7C01%7C%7C03af32e0095143cc99df08d77e70d0c7%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637116895328835153&amp;sdata=RMkPyzZgxRb8VLpODqln3AKXKYMh0f706MkpeuV%2FiwM%3D&amp;reserved=0>

Gretchen Maxam: There are pockets of inclusivity .. but there is still work to do.

Jon Young: It's much harder to know how inclusive we are coming from a privileged class perspective..

Esther De Leon: We can always do better

Steve Lovaas: I think answering this question requires acknowledging that we may be doing really well at gender but not so much with race. Or between other aspects. Balance is hard.

Dana C. Gierdowski: Here's a link to our "Diversity, Equity, and Inclusion in the IT Workforce, 2019" report: <https://www.educause.edu/ecar/research-publications/diversity-equity-and-inclusion-in-the-it-workforce/2019/introduction-and-key-findings>

Teri 2: Steve I agree, I think it helps if the organization has diversity and inclusion goals/values/mission statements- or has something to point to that clearly states DEI values and purposeful initiatives that are weaved in org culture

Dana C. Gierdowski: agreed, Steve. And also disability status.

Millie Rodriguez: I think my area is very inclusive in thought and theory, but there's not enough diversity here to see it in practice.

Terry: We have magnets in every cubicle that have images with DEI but actions of senior leadership does not align

\_Technical Help, Heather Cisneros: “In strong companies best ideas win, not egos, not politics.”  <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fcontent-guest%2Farticle%2Fstrong-companies-best-ideas-win-egos-politics-oleg-vishnepolsky&amp;data=02%7C01%7C%7C03af32e0095143cc99df08d77e70d0c7%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637116895328840153&amp;sdata=Ppp5NvJHnj6stejqyj2ulJkdP%2B2H6KlPc0EuazCJA%2Bw%3D&amp;reserved=0>

Gretchen Maxam: a "Himterupter"?

EDUCAUSE Moderator, Jamie Farrell: “Why Inclusive Leaders Are Good for Organizations, and How to Become One”  <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhbr.org%2F2019%2F03%2Fwhy-inclusive-leaders-are-good-for-organizations-and-how-to-become-one&amp;data=02%7C01%7C%7C03af32e0095143cc99df08d77e70d0c7%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637116895328840153&amp;sdata=lsNMVLkCKNQE%2FrM3eoszWsBWqV%2BISSQYts%2Bjxz8tOjg%3D&amp;reserved=0>

Nina: I read that when someone corrects you that a good response is to say "Thank you" instead of "I'm sorry" and it really struck me as a valuable response.

Dana C. Gierdowski: love that advice, Nina.

EDUCAUSE Moderator, Jamie Farrell: I love that, Nina.

Cheryl Z: Listen actively

Cheryl Z: Do not act as if you KNOW what the person is trying to say, you do not know how they feel

Sue Harlan: Be aware of body language --facial expressions, smile to set  friendly tone

UIowa: A useful piece of advice I heard recently was "don't let your interpretation of a situation write another person's story"

EDUCAUSE Moderator, Jamie Farrell: Yes, Sue. A lot of what we "say" isn't in our words, but in our body language.

EDUCAUSE Moderator, Jamie Farrell: Ooh, that's great, Ulowa!

Gretchen Maxam: what a beautiful mother's room too!!!

Annette Beck: Also, remember that you are looking at everything from your own perspective. Sometimes giving feedback is not really feedback because it is from your viewpoint. Get to know individuals, their values, buttons, etc. and your feedback will be much more sincere and welcoming.

Teri 2: We have a "checklist" and each Director is responsible for much of this ambassador role

Lemley Mullett: Re: moving the needle on issues, something I've taken to heart is: when correcting someone who is being prejudiced or rude, you didn't "fail" in standing up to the problem if you didn't change the prejudiced person's mind on the issue; it's also (just as?) important that people around you see you express your opinion

Melanie Crawford: The Advance Women in IT Conference was outstanding!  Thank you!

EDUCAUSE Moderator, Jamie Farrell: This relates to your point, Annette!

Dana C. Gierdowski: A powerful one for me: first seek to understand, then to be understood.

EDUCAUSE Moderator, Jamie Farrell: That's great, Dana! That really resonates with me.

normajean.brand: although a positive environment and having a good boss ranks up there for me as well as my #1 is meaningful work and challenge

Terry: Other: Equity

UIowa: Setting a positive example for future leaders

EDUCAUSE Moderator, Jamie Farrell: Just to expand on the positive environment, having and supporting amazing colleagues is a huge motivation for me!

EDUCAUSE Moderator, Jamie Farrell: I love that you asked attendees to write their pronouns on their nametags. I link to this in my email signature: <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.mypronouns.org%2F&amp;data=02%7C01%7C%7C03af32e0095143cc99df08d77e70d0c7%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637116895328840153&amp;sdata=QpkRt1gUdqRNRSczv75fQwSnx5MHWUEoPGmXUSWOb8g%3D&amp;reserved=0>

Jim Berger: Hi Folks!

Sue Harlan: Hi Folks

Katie Pasciolla: Hey all, how's it going?

Dave Long: Hi All

Matthew Strand: Good morning/afternoon/etc

Jason, NDSU: Hi folks

Shar (Univ of Washington): Howdy folks

Alex Prusator: +1 for "Hi all!"

Dee: it depends on the group of people being addressed

Alicia: What about just : good morning or Good afternoon

Jody Tracy, EDUCAUSE: Hi all!  Y'all doesn't come naturally to me.

Neufeld: We spell it y'all (LOL)

Becky Klein @ Drake: sometimes I say, "Howdy" or "What's up?" I do say "guys" and "dude" and I'm a woman, so that's challenging for me

Kendall George: What up?

John Stroud: Formal: Dear Colleagues, Informal: Hi

Gretchen Maxam: I prefer Hello over Hi

normajean.brand: Hi y'all (Texan)

Susan: As a woman, I would say that I prefer "hey guys" to "hey ladies" (even if we all appear to be ladies) - "guys" feels gender neutral but ladies feels weird, like it's suddenly about gender.

EDUCAUSE Moderator, Jamie Farrell: Yes, Becky, same here.

Andrew @ Baylor: +1 "Hi All"

Becky Klein @ Drake: Susan, that resonates with me

Nina: It depends, I am trying to get away from "Hey guys". I've often just said "Hello Everybody".

kelly from UMass: Guys became gender neutral overtime... and it really isn't

Rachel: Yes, "guys" has always been gender-neutral in my mind but I see how it can be interpreted, so I'm trying hard to not say it

Sanghyun Jeon: Hi Team!

Terry: I dislike hi ladies as well, Just hello will do

UIowa: <https://twitter.com/betterallies/status/1105641992552251392>

Steve Lovaas: In group emails, I start with Hello, all. But in rooms, I don't use a second word: just Hello! Or maybe, welcome!

robert: I use the part of the day "Morning!" Afternoon. etc

Jody Tracy, EDUCAUSE: Rachel, same here.

Marcia Dority Baker: Are you using the Better Allies Slackbot?

Rachel: having a policy is part of it, but policy alone does not effect change

UIowa: Link to Slackbot: <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fbetterallies.com%2Flanguage%2F&amp;data=02%7C01%7C%7C03af32e0095143cc99df08d77e70d0c7%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637116895328840153&amp;sdata=eVMhSQ0eEWE0br%2FMF4v%2FZEOQdT9CU%2FywtQqm6W5JSuQ%3D&amp;reserved=0>

Annette Beck: I think creating a policy is too strong. We really want this to be habit forming and natural.

Erica Reed: Does Microsoft Teams employ a similar bot?

\_Technical Help, Heather Cisneros: Slackbot inclusive language add-on <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fbetterallies.com%2Flanguage%2F&amp;data=02%7C01%7C%7C03af32e0095143cc99df08d77e70d0c7%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637116895328840153&amp;sdata=eVMhSQ0eEWE0br%2FMF4v%2FZEOQdT9CU%2FywtQqm6W5JSuQ%3D&amp;reserved=0>

Ashley: Curious did you all discuss implementing the slackbot beforehand ?

EDUCAUSE Moderator, Jamie Farrell: This happens in headlines all the time - "wife of so and so" instead of the woman's name.

Rachel: Perhaps instead of saying "both male and female" say "all genders"

Sureyya Tuncel: I am in IT security and prior to that I was in IT infrastructure. At conferences people assumed I was in marketing

\_Technical Help, Heather Cisneros: Yale University Office of LGBTQ Resources - Resources on pronouns <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Flgbtq.yale.edu%2Fresources%2Fresources-pronouns&amp;data=02%7C01%7C%7C03af32e0095143cc99df08d77e70d0c7%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637116895328840153&amp;sdata=HoFSqfBTH0sky8PvnRpOKZnzHyWiBrE0ByateRdXoe0%3D&amp;reserved=0>

Alicia: i've ben told that some people do not want to be put on the spot by making them disclose their pronouns

Bridgette: I had an incident where  I introduced someone to another person in an informal setting. I said "This is XYZ" referring to her first and last name. She corrected me and said "Dr. XYZ. I worked hard to get my PhD and I want to be recognized for my accomplishment."

UIowa: Being about to specify your pronouns as "they/them" is helpful if you don't want to have to explicitly "out" yourself as gender fluid

Howard Community College 2: Our student life office purchased pronoun buttons and are available to students, faculty, and staff at Howard CC

EDUCAUSE Moderator, Jamie Farrell: Hello, I'm Jamie, and my pronouns are She, Her, Hers"

EDUCAUSE Moderator, Jamie Farrell: That's fantastic, Howard!

Terry: Regarding pronouns. I attended a talk where asking a person’s pronouns may be presuming the person knows; it may be  a sensitive topic for those that are still discovering and communicating who they are.

Alicia: exactly, Terry. That's why I do not ask colleagues which pronouns they use.

normajean.brand: That's fantastic, Howard CC! I might need to find out where your Student Life purchased them from

\_Technical Help, Heather Cisneros: “A Checklist for Inclusive Hiring” <https://er.educause.edu/blogs/2019/11/a-checklist-for-inclusive-hiring>

Susan: There are plenty of folks here who include them in their email signatures (including me) but it's not required, in part because some people may not feel comfortable disclosing.

Teri 2: It is a good resource

Alex Prusator: @Alicia and Terry - exactly why it's helpful to make a habit of including pronouns when introducing yourself! It normalizes the practice and avoids putting people on the spot and gives them the opportunity to share if they want

Rachel: +1 Alex!!

Terry: Great point Alex!

UIowa: @Alex - making inclusive practices the new "norm"

Sanghyun Jeon: seems pronouns should be .a personal preference, so attendee should determine which s/he wants to be pronounced - my 2 cents

UIowa: <https://brand.uiowa.edu/templates> - we have email signature templates for including your pronouns

normajean.brand: So, I may have missed this part but if you are meeting a new group or person, how do you express your personal pronouns? How do you start the conversation? Hello, I'm NJ... "

Marcia Dority Baker: What DEI or better allies topics to you want to learn more about?

Lemley Mullett: when it comes to someone who is discovering themselves/doesn't know their pronouns, it's probably good to make an atmosphere where people feel comfortable with changing/reintroducing themselves. not knowing what your pronouns are is mostly a pressure in environments where people feel that they only get "one chance" to introduce themselves

JoAnne Martone: I have been taught to say "Yes, sir" or "Yes, Ma'am"  What are some things I could say instead of those? I have yet to hear a good thing, and it is fairly automatic for me to use these phrases, but after I say them I cringe...

normajean.brand: good question, JoAnne!

UIowa: @Joanne, If it's a cadence question, replace with an another affirmative. Yes, absolutely.

Rachel: Yes, boss?

Rachel: yes, comrade

\_Technical Help, Heather Cisneros: As we near the end of our session,  please take a moment to fill out our session evaluation at: <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.surveygizmo.com%2Fs3%2F5325970%2FELIVE1918&amp;data=02%7C01%7C%7C03af32e0095143cc99df08d77e70d0c7%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637116895328840153&amp;sdata=Yti20lcsb9VQcOx5c%2FHXTOR3h40QWelGJeXE7LxUPqY%3D&amp;reserved=0>

Shar (Univ of Washington): or Yes, yes.

kelly from UMass: Yes, indeed

Gretchen Maxam: Yes, i can do that for you.

Gretchen Maxam: or Yes, I can help you with that

Amanda Izenstark: One of my faculty colleagues calls everyone "Doctor," undergrad to fellow faculty. And it works for him!

Rachel: As you wish

MSU Library: Yes, thank you.

Amanda Izenstark: But the "sir" and "ma'am" is a tough one.

Annette Beck: Instead of saying something like "I know how you feel" say something like "I appreciate how you feel"

Jay-UGA: Yes, sir and ma'am in the south is pretty ingrained.

robert: I often recommend to others the value of participating in 12 step or other program that is organized around active listening and waiting your turn to speak. Any place that imposes a restriction on cross-talk. Weekly attendance builds muscle memory.

MSU Library: We enter stats at our service desk about our patron interactions - I am trying to use non-gendered language and they/them/their pronouns, unless specifically identified.

Sue Harlan: Can the chat be saved?

EDUCAUSE Moderator, Jamie Farrell: Hi Sue - I can post the chat transcript along with the recording, slides, and resources on the event page for you!

normajean.brand: Yes, please Jamie!

Sue Harlan: Wonderful, thank you!

Sureyya Tuncel: Just want to add as an awareness item: Using "I am allergic to xyz" is offensive for someone with life threatening allergies  if you are actually not allergic to that

Jason, NDSU: Thanks, Marcia and Todd

\_Technical Help, Heather Cisneros: Thank you all for your participation and engagement today! Before leaving, please don’t forget to fill out <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.surveygizmo.com%2Fs3%2F5325970%2FELIVE1918&amp;data=02%7C01%7C%7C03af32e0095143cc99df08d77e70d0c7%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637116895328845150&amp;sdata=gMuDLAqlHigEl8M4UnfnGkJC4FxxgPSh9njpyXGQbaE%3D&amp;reserved=0>

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Marcia Dority Baker: Thank you!

\_Technical Help, Heather Cisneros: Join us for our next webinar “Digital Transformation: Reading the Signals” on December 17 at 1pm ET: <https://events.educause.edu/educause-live/webinars/2019/digital-transformation-reading-the-signals>

normajean.brand: Yes, Sureyya!!

Sureyya Tuncel: Thank you so much for this presentation. Very valuable info and discussion

Todd Jensen: Thanks everyone!

JoAnne Martone: Thanks!!!

normajean.brand: Thank you!

Sue Harlan: Thank you!!

Jay-UGA: Thank you!

John Stroud: THANK YOU!

Shar (Univ of Washington): Thanks all!

Nina: Thanks so much!

Brian O'Driscoll: Thank you!

Melanie Crawford: Thank you!

Sanghyun Jeon: thank you!!!