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EDUCAUSE
60 Minutes of DEI
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Hello, everyone, and welcome to today's EDUCAUSE webinar. Thank you so much for joining us today and staying committed to DEI during this challenging time. We appreciate you all being here. This is Jamie Farrell, online event production manager at EDUCAUSE. Here are a few reminders. We hope you'll join us in making the session interactive. Use the chat window to submit questions and share resources and comments. If you're tweeting, use the tag #EDUCAUSEwebinar. If you have issues, use the link in the lower left-hand corner of the screen. The session recording and slides will be archived later today on the event site. Now let's turn to today's presentation. We are all responsible for the creation of inclusive institutions and we don't have to wait to start the work. We can take immediate action that can make our work groups and organizations more diverse, equitable and inclusive. Join us for 60 minutes of an overview of what your peers are doing and accomplishing and time to commit. We are delighted to be joined by Deborah Keyek-Franssen. Deborah has over two decades of experience in I.T. and higher education. She began her career at the University of Colorado where she served as director of academic technology, oversaw strategy and research in the use, implementation and evaluation of educational technologies. She works in the areas of teaching and learning, online education, access to higher education and student success. And Keith Mac McIntosh. Reporting to the executive Vice President and Chief Operating Officer, he is responsible for the day-to-day management and strategic development of the university's information services organization. He is a member of the President's Cabinet and works collaboratively with university leadership leveraging its collective knowledge and expertise to ensure the University's information technology investments remain ambitious, aligned with the institution's strategic objectives.

Thanks so much, Jamie. And thanks everybody for logging on. We've had this webinar in the works for a long time. And one of the messages I wanted to underscore today is a brand new one for all of us. And that is that DEI matters always, but I think it especially matters now. And so thank you for taking a break from all of the COVID craziness and getting back to the principles that will bring us together as a community. Sorry about that. You're already doing what we were hoping you would be. And that is to have chatter in the chat room. We would love to hear from you throughout. If we are not getting what you want, please let us know what we need to do. We would love to hear from your experiences and we're all going to be relying on you for questions and for responding to polls. And so what I would like to do now is turn it over to Mac. Mac, over to you.

Thanks, Deb. Good morning, everyone, or good afternoon, I should say. It's afternoon in Richmond. Thank you for coming out on such a different time in our country and world and talk about a topic near and dear to both of us. Looking at this picture, you're probably going, what does this have to do with diversity equity inclusion? It's a picture of a villa in Tuscany and the reason we're sharing that with you, we started this as a trio, myself, Deb, and a mentee's former at the Swarthmore. Her last day was March 2nd so she couldn't be with us now. Her plans at the time were to be in Tuscany. Her plans have
changed. We would be remiss if we did not thank her very much for the work she did contributing to this webinar. With that, 60 Minutes and how did this come to be, right? I am often scouring and looking for information about DEI, always trying to advance what I know and try to share with as many people as I possibly can. I get information from a wide variety of resources, particularly social media. And when I find something that strikes my interest, I typically retweet it and share it and post it to the listserv. I came across an article last year. It was called "Erasing Women in Tech." It was in my social media feed in March of 2019. And the opening two paragraphs of that article stated, quote, almost a year ago 60 Minutes producers contacted girls. The news show was working on a story about girls and science. That following Sunday that segment broadcast to the show's weekly 11 million viewers in the U.S. and around the world. And it didn't include a single reference to girls who code or other girl-focused organizations like black girls' code, the national center for women and information technology. It was like a punch to the gut, the author said. A key paragraph for me when I read it was these omissions are just an oversight. They are negligent. They are sexist. They have consequences for efforts to close the gender gap in tech. Although this article primarily focused on biases in media, I think the author's arguments and suggestions are important for all of us. We all have a role to play and that's the genesis for why we're here today. Deb.

>> Thanks, Mac. And I hope that all of you are on some of the listservs that we have for DEI. Mac is the best curator of the best stuff. When he says he's scouring, and I see that, Sonny, that you're looking for resources for faculty. Just get on that DEI or that diversity in I.T. listserv through EDUCAUSE and you'll see that Mac is true to his word. He's a font of knowledge and he does all the background work for us, which is fantastic. So what we do is we do have learning goals for this session. And here they are right up on the screen for you. We would like you at the end of this to be able to enumerate three DEI challenges that are facing high-ed I.T. It could be in your unit or other units to you have to watch the chat and listen to what people are saying in the polls as to what are those challenges. Could it be the C-suite landscape that's not diverse, could it be pay inequity, could it be inclusion, are there opportunities to be heard and make a difference or aren't there? Those are the challenges and we want you to think about what's happening on your campuses but also listening to what others are facing. The second is to be able to identify two resources you could use to learn more about DEI and actions you can take. We're going to be throwing them at you today. We'll have them in the chat. We'll have lists afterwards. But you might be hearing things like EDUCAUSE website. You might be hearing about books, videos, Ted talks. If you have a resource, put it in there please. And then you're going to think about the actions that you can take and you should be able to evaluate some of the actions you hear about. Will they work in your unit or campus? What's the easiest win for you moving forward? And then at the very end you are going to commit to one new action to improve DEI in your unit and on your campus. And so now it's your turn. What we would like to hear is what you're going to -- what you would like to get out of this. Again, we're seeing a little bit about that in the chat already, but we would like to have you answer this poll question. What do you hope to get from this webinar? So just put in a sentence or two. For instance, I hope to learn about new resources from all of you, because I know that when we crowdsource new knowledge, we're much better after than when we try to do that on our own, with the exception of Mac. Great. So what I'm seeing is strategies to put into action, resources and activities for workshops on DEI, new ideas, ideas for promoting DEI in our units. I've got some good ones for you there. Additional resources. Resources, steps to take. I think we're spot-on here, Mac. This is great.
Good, I think so too. Really appreciate it.

Yeah, we'll let this go for another couple seconds. Steps to take, resources, promotion of new ideas. New ideas. Have we got new ideas for you?

Yeah. So it's good that our planning is aligned with what our audience is looking for.

This is great. All right. Thanks for your -- thanks for participating in that poll. We'll close that poll for right now. And then we're going to move on ever so quickly. A lot of you are here because you already know the value of DEI. But what I would like to do is just kind of run through the business case for diversity equity and inclusion because I don't think we realize often that there really is a lot of research out there that shows that diverse unit and inclusive units actually perform better. So the first bit of resources or research shows that there is actually a tangible return on investment for those units, those teams, those companies that are ethnically and racially diverse. For instance, if the -- if a company is in the top quarter for ethnic and racial diversity, they're 35% more likely to perform above the mean. If there is at least one female board member on a company's board, that company, the entire company is going to yield a higher return on equity and have a higher net income growth than those that did not have any women on the board. And then the other point is that in recent years there's a new body of research that shows even the more nuanced benefit of workplace diversity. So it's not just that ROI at the top level, at the earning for a company. And I'll come back and I'll show how this is more important too for higher ed. But the other piece is that teams that have more gender diversity, racial diversity, ethnic diversity, diversity across all sorts of identities are smarter. What happens is this. Those units are more likely, so the nonhomogenous units or teams are more likely to re-examine, they're more likely to remain objective, individuals on those teams are more likely to look at a problem from a different perspective, identify their own blind spots. And so what happens then, and this is study after study after study, they are going to make fewer errors in decision-making processes. They're actually going to make decisions that are better for their customers. This is where it's important for higher ed I.T. They're more likely to encourage greater scrutiny of each member's actions. That keeps their joint cognitive resources sharp and vigilant. They're more likely to be aware of any potential biases. They make better decisions. And again, research study after research study is showing this. The other thing that happens is because they're making better decisions, because they're more aligned with the diverse clientele that they have because they have diversity and inclusion on their individual teams, they're more innovative. These teams are more likely to develop new products and services that really resonate with the larger community. Now, the reason I got into DEI is for me I have a sense that it's the right thing to do, that it's the right thing to do as a manager, it's the right thing to do as a leader, it's the right thing to do as a human being, it's the right thing to do to maximize the effectiveness of my team by employing inclusive leadership. Now, sometimes engaging with DEI or trying to get others to engage with DEI, because it's the right thing to do, isn't as persuasive. And that's why we go back to these other pieces, these other persuasive ideas for why people should engage in DEI. Because of the ROI, because it makes smarter and more innovative teams. But for me at the base, this is what it's always going to be. As a leader and a manager, this is who I want to be. I want to be an inclusive leader. Now it's your turn. What are the DEI challenges that you face? So for some, it may be persuading them that it's the right thing to do. For others, it might be nobody wants to pay attention to this. For the others, for others, it might be we don't know how to recruit a diverse workforce. Let's hear what you have to say. Implicit bias, excellent.
Recruiting. People not understanding why we're doing this. And you're welcome for the previous slide. Recruiting people of color in particular, the talent pool, lack of buy-in. These are excellent. Recruiting, walking the talk. We don't have HR resources. Excellent. Mac's going to touch on that in just a little bit. Resistance to change. Encouraging those who are farther along -- this is very interesting -- to support those who are not quite there yet instead of belittling them. Recruiting at our rural location. Excellent. Guilt or innocence, being unaware. Efforts of favoritism to one area. Yeah, you hear that a lot because there's -- not a lot, but you do hear it because there's this resistance to change or there's this fear. And so, some people see it as favoritism. Excellent. Fixed mindsets. Excellent. Finding candidates with enough experience. Excellent. These are fantastic. Thank you for sharing. Thank you for sharing all that. And now we're going to go to Mac.

>> Thank you, Deb. Really good questions coming in both in the chat and in the poll. So this is fantastic. I'm going to spend time on this slide and I have another one that follows this to give you a plethora of resources and we'll make sure that whatever links and sites we share with you we make available after the call and include for later. I think there are a plethora of DEI resources out there. It's just that you have to go look for them. And you might be surprised where they're sitting. In our community, I'm very fortunate to be in a city where it's the capitol of the state. Richmond has a lot of resources available just here that you can connect to. One that I'm really a big fan of and I try to support as much as possible is that we have this organization called RVA TECH. It empowers women to be architects of change in the community. I encourage the men and women to attend the events locally. They have annual conference and I encourage my staff to go to as well. Very fortunate to have an organization called Diversity Richmond, which focuses primarily on being a catalyst and a voice for resources for the LGBTQ community here in Richmond. But in addition to local resources, there are national resources that may or may not have a local chapter. For example, there is an organization called the Black Data Processing Associates. They've been around for quite some time and it's a good place to go if you're looking to recruit people of color, black people in particular, into the I.T. field. And we have a local chapter. There's the I.T. Hispanic Executive Council. I would be remiss if I didn't talk about the fact since we're on EDUCAUSE, I'm proud of the efforts we've made to talk about improving diversity, equity, and inclusion in higher ed I.T. There's resources on our website. You can check out the educate yourself section on DEI web page, there's equity tools. As Deb mentioned earlier, there's multiple community groups. There's an LGBTQIA group. There's quite a few groups. I subscribe to all of them because you can never stop learning. There's always something else to learn from the various communities you might be involved with. Earlier we had questions about HR. And everywhere I've gone, I think it's very important, if HR is not leading the conversation or set up for that, don't be fearful about connecting with your HR department. I do. I strongly encourage you to do that. I know for certain because I've been on panels of the college and university professional association for human resources, Andy Brantley, and he has been an advocate for all college, university, and HR department. On their website they have a maturity index which is quite useful because it asks you questions. You answer the questions and it rates you where you are on the maturity index. So you can find out where you are. I think that's important because, you know, we're not going to be able to say that we're the epitome of DEI and inclusion at our institutions if we're just coming out of the door, just starting. The maturity index allows you to assess where you are and start there and build your capacity and your programs. They also have creating inclusive communities project and they also have several elearning courses. Speaking of elearning courses, I don't know if your organization is subscribed to linked in learning. We have several courses that support
diversity, equity, and inclusion in cross cultural competency on there. I've asked all of my direct reports
to complete a pretty intense course and we'll have a conversation in a couple of months about what
they all learned. And then I've asked everybody in my organization to complete a very basic level course.
Those are things I think you can do in your sphere's influence. Deb talked me up about curating
information. I'm a big fan of Aubrey Blanch. And I'll post this information in the chat session here for
you. Aubrey is -- I've gotten to hear her speak. I've never met her in person but we connected on social
media. She puts out great information. If you follow her, you'll learn quite a bit. Lastly before I go, when
you're working with HR, I think it's important for you to be proactive in partnering with HR, be sure the
campus is providing the best for employees to thrives. It's just that simple. The HR department also
contributes to setting the culture. If the culture is not what you think it should be right now, I would
courage you to show some leadership and help them and help the institution move forward in that
direction. I think there's this myth out there that many I.T. professionals are still coming up through the
hard sciences and computer science and techy career fields and that's not the case. Many are coming
from various different non-technical backgrounds. So it's important to have these conversations so we
can expand the net of where we're trying to cast and get talent, right, what actually helps with trying to
be more equitable and diverse in our recruitment polls. So if they are not familiar with the HR tools,
please point it to them. The next slide I want to show you, and it was a last-minute addition, is these are
two books that I have -- is this clicking over? I'm sorry. I'm clicking on the wrong thing, sorry. All right,
sorry about that. These are two books that I have used at my current institution. And I'm going to start
with the one on the left. I have started a conversation on campus after the tragic events in
Charlottesville. Many people were struggling with what happened. It's about 90 minutes from
Richmond. We're a pretty diverse staff. Folks were struggling with what to do with it. I think it was a
wakeup call for many who may not have been so exposed to so much racial tension and issues and
violence. And so my assistant Melody Wilson spoke to me about it and this is something that I did, my
previous boss at Ithaca College did. But I started a weekly conversation just for my staff. And we met for
a couple of months and I was leading through topics. But we really opened up and the dialogue really
flourished when we started reading this book "Overcoming Bias." We asked the author to come out and
speak with us. I say start with the person in the mirror. That's the only thing you have absolutely control
over is understanding who you are and why you believe what you believe, the biases you have and how
those biases which are natural and okay to have, can actually shape your view of people and things and
situations. So unless you can recognizing the biases that you have, it's going to be challenging to
overcome them. I would highly encourage it. It's a very short easy read and everybody has enjoyed it
because it's bite-sized, consumable and something you can relate to. The one we just finished reading
and the one I'm using now with another office on campus is "What if I say the wrong thing?" I often hear
that as well. 25 habits of culturally effective people. This is by Verna Myers. It helps you to properly
prepare for issues in advance of certain situations you might find yourself in. I see something, I want to
say something, but I'm scared to say something. This book helps you with 25 different situations and if
those situations occur in your life, this is what you can do. So I highly encourage you to check both of
those out. So next, we would love to hear V

>> Actually, Mac, if you don't mind me interrupting for a second. If we could go back, I would like to
reinforce what you had two slides ago, just some of the resources popping up in the text but I wanted
people to hear it as well as see it.
Sure.

So you talked about the national organizations that people can look to for resources. And those of you who know me know that I'm a huge fan of the National Center for Women in IT. NCWIT.org. If you go there, I encourage you to open up your browser and go there in the background, you can look for resources organized for different groups of people. It could be K-12. It could be graduate school. It could be technology organizations. It could be startups. And it talks -- there are resources about recruitment, retention and advancement. So somebody asked earlier on in the chat what -- or maybe in one of the polls, how do I get more people involved in this? And NCWIT actually has ten ways to be a male ally for women, for instance. They have a lot of resources that I like to refer to as ding, dong, ditch resources so you can print them out and put them under somebody's door like, hint, hint, you might want to think about some of these practices. So big huge shoutout for NCWIT.org. Mac talked about black programmers' organizations. You can do a search and put in something and either a meetup or Facebook group you're likely to find a group of like-minded people. They might not all be in higher ed but that's even better because you kind of get those cross-organizational benefits of partnering with people who might be outside of higher ed but still in I.T. I really wanted to reinforce the work with your HR folks because they are also committed to DEI. Certainly, in principle most of them are. I think that's a really big theme that's coming through the HR profession right now. And they would be probably happy to hear about the resources you're learning about through these EDUCAUSE channels. And then the last shoutout I wanted to have is addition to LinkedIn, of course Sarah also has a Queer Sarah initiative that they have going on. And there are so LGBTQ plus courses that you can take on there as well. So sorry to interrupt, Mac, but I just wanted to make sure they all got out there and thank you, thank you, thank you for the waking up white. I appreciate that.

I apologize. And we talked about you talking about it. So that's fantastic. So many great resources. I'm going to add that to my good reads list, the books that have been suggested. I will say that the two books I put out there, if I was to kind of rack and stack them, I would say these are 101-level books. I just posted white Fragility which ups it a notch. It's a book written by a white woman for white people and she's very direct in her communication. So now we would like to -- let me go back for it again, ask you -- you guys have already started doing this. What are some resources that you're aware of that we haven't shared that maybe would be good for the good of the group?

And we're going to collect these in the chat and the chat will be available after the fact. So, thank you for putting whatever you've got in here. You're really contribute to the entire community. And again, even if you have to go out and just Google it and see what comes up just so you can start to get used to finding new resources about DEI, that would be great.

Thanks, Cinnamon, that's a good book.

Nice. The library's a partner. That's fantastic. Jackie, can you tell -- say a little bit more about Fortune's Race Ahead newsletter? Nick, that's great. NPR's Code Switch. Everyday Feminism from Kit, thank you. Or Jackie, if you don't want to say any more, if you can just put a link in for that, that would be great. Thank you, Jarrod for the CUPA HR DEI Maturity Index. That's great. I might have to follow Mac on Good Reads. List of things to do. Thanks, Jackie, for that link. Okay, now I think what I would like to
do, we're getting a lot in there. If you could just scan that list of resources, just think about the one that really jumps out at you and write it down. It can be on your hand, it can be in your notebook, it can be in your list of things to do, it can be remember-the-milk list.

>> This is really good.

>> This is fantastic. John, will you be able to add these to the -- or you or your staff to the diversity, equity, and inclusion resources list? I'm hoping John is writing yes. I'll let them know. Thank you, great. So, Mac, should we --

>> Yeah, I think we can move forward. And feel free to keep putting the resources that you think of in there and please keep asking your questions. But, yeah, let's keep going.

>> Great. So what I want to do right now is this kind of emphasize that we're all in this together and we can learn from each other. And what I would like to do is talk about -- I would like to put the spotlight on campuses. About a year ago, I started to ask different -- people on different listservs, hey, what are you doing on your campuses that's really working for you? And what we came up with is a DEI campus spotlight. And this is a wide-open spreadsheet on Google. And what people did was put in a description of what they're doing. And I can't remember, I think it was Arlene was talking about -- Arlene was talking about mentoring and getting more students into the field. And there are two things you can look at. One, you can look at the long haul of working with K-12 organizations and really kind of bridging between K-12 and university to get people interested in I.T. or you can look at University of Maryland that has actually done a great job in diversifying its student employment pool and then keeping them on and launching them either into the I.T. organization at the university or launching them into I.T. in the greater world. Jamie, I can't remember if we had gotten a link for you for the DEI campus spotlight on Google. I hope I did. If not, let me just see if I'm got it somewhere without opening up -- no, of course not.

>> Keep talking. I'll see if I can find that.

>> That would be great, thank you. And so the best thing about this spreadsheet is that it exists. The not-great thing about this spreadsheet is we don't have enough people adding on to it. For instance, you can see that the tabs at the bottom, there are certain programs where people say, we actually have a diversity in I.T. program and an initiative and it includes these people. So somebody who's really an I.T. organization that's very mature. There might be others that say, hey, we don't have much yet, but please we would love to collaborate. So can you talk to us? There's that kind of an issue or that kind of a partner in this. There are also other programs. There are some people who have data, some people who don't have data. So the more we all participate in this and the more we just kind of throw up there, it doesn't have to be perfect. It just has to be. And that's what I wanted to do to this campus spotlight. There are so many people who are doing great things. For instance, I've been to Colorado State University, or I'm going -- I would have been there tomorrow, but I won't. But they really want to think about starting launching a DEI initiative. But they know they have to start with, for instance, the business case. Wisconsin started a few years ago where they said, you know, we really need a group that does regular programming. Can you come kick this off? So it's those sorts of efforts that are small
but that have a huge impact. And reading about them from other campuses, what I hope anyway, will
give you that encouragement to try something and to understand that even a small effort can have a
huge impact. And then, Arlene, if you could just go into the chat and see if I've responded to that
question about internships and mentoring opportunities. I don't know if I got it with saying just by
having mentoring for them within your I.T. organization can be helpful. Were you talking about a
broader mentoring program or within your I.T. organization? All right, Arlene's typing. I like seeing the
three dots. It's very suspenseful.

>> Yeah. And since I put that link in there to the DEI spotlight, I've seen more people jumping in there, so
that's good.

>> Great, great.

>> That's been fantastic. And something else I think here at our institution, we work right below our
computer science department and a lot of the computer science is part of the association at computer
machinery or ACM. I don't know if your campuses are. That's an organization I would encourage because
I'm always thinking about how we can partner better. Start with the computer science faculty and think
about associations there to support students and see if we can't do something there as a mentoring
opportunity.

>> That's great. And yeah. So I think -- so Arlene's question, it's not really broader, but finding a way to
encourage students. Thank you, Jamie, for that link. To be part of the team and the team to be more
open to students of color. So I think what you're really talking about, so you've got two issues, and that
is recruiting students into the I.T. organization. And one-way Maryland had a lot of success with doing
this was to change their job description and recruit in different places. As Mac said at the top of the
hour, we all don't come into I.T. through computer science anymore. We come in through lots of
different pathways. And so, what Maryland did was they really opened up their recruiting to not just go
to the STEM fields but to go to business, to go to sociology, to go to arts and sciences, because they
realized that they could actually train for the tech skills but other skills that they weren't used to training
for were probably already present in students from other fields. So that's one way they did it. And they
just -- they also opened it up and they were careful with the language in their job description. So they
weren't saying things like -- and this goes for all job descriptions -- hard-hitting, competitive, best of
class, those sorts of really over-the-top descriptions of what the job might be. But they rather said -- and
I think this is truthful -- we are supporting the teaching and learning on your campus. And so that's one
way to get more students in, train them well for the tech skills, and then also play to their strengths of
having different perspectives on the teaching and learning that's happening. The other part about
having your team be more inclusive of receptive to students of color coming in, that's a management
issue. And I think that having workshops encouraging people to understand what implicit bias might be,
understand what the concepts of micro aggressions, understand that the things they say might actually
be excluding people instead of including people, and then the most important thing that we've found
and NCWIT has found this as well, that you can say all you want about implicit bias and about
interrupting implicit bias and bystander training, but until people actually practice it, until people
practice hearing what might be evidence of implicit bias and then reacting to it in a way that shuts it
down, that shuts down microaggressions, it's that practice piece that's important. And so what you have
to do as a manager is build up to a place where you have the trust on your team to be able to make those mistakes in a private place so that they are more willing to interrupt in a real-life situation. So I don't know if that -- that was a long digression, but Arlene, I hope that answers a little bit. And that's great about Spellman College. And it would be great if somebody would put that in the DEI campus spotlight.

>> Great. Thanks, Arlene. So, Mac, it's over to you.

>> Let's try that one again. Hey, Mac, it's over to you.

>> And it is over to me and I started talking with myself on mute. So I violated the code. Can you hear me now? All right. So this is something that's very near and dear to me, the CIO commitment that has been published by EDUCAUSE. Deb and I have been championing DEI for quite some time. I think the first time I met Deb was 2012 and I think I was a -- I was the moderator for a panel that she was on. And there's some of us who have been very active in this space trying to raise the consciousness of our association members. And we were tasked by John O’O’Brian. We were able to create several outcomes, one of which was the creation of the commitment. She's working in a closely related consultancy organization. Ray was the inspiration of the CIO commitment which now has over 517 signatures, which is fantastic. I want to talk a little bit about this. And I'm going to get on my soapbox just for a moment, so bear with me. I love the commitment but commitment without accountability doesn't set well with me. One of the things I want folks to be aware of -- and this is out for CIOs and I.T. leaders, I think any of us in I.T. who aspire to be leaders, these are things we should all aspire to. And there's just six of them. And I think you can do something in each of every win of -- every one of them. Get in where you fit in. Start where you feel comfortable and go from there. I have a lot of experience. I have a lot more to learn. For example, raise my personal awareness. Some of my things I've done with my team as an example is I have one-on-one meetings with all of my staff when I first arrived here at the institution. I have 70-plus staff. And I meet with them at least annually, sometimes biannually but part of the conversation will always have DEI front and center. I share, I write a weekly -- I curate a weekly newsletter that goes out to staff. Everybody can contribute but one of the contributions I would include would be articles and DEI. I discuss with -- I have a regularly scheduled meeting with those who report to those who report to me and I also share and bring up information about DEI with them. So for example, on number two, work to increase opportunities for women and people of color. I've been very fortunate in my role that I'm currently mentoring two women of color at other institutions who reached out to me and said they aspired to be a CIO. These are the things I'm trying to do to halt change, the trajectory of other women trying to get to where I'm at and change the demographic of who we are five, ten years from now, if not sooner. There are some that I have not done well on. I look at number four and I go, become aware of institutional regional demographic trends. I have not done anything there. And so I have work to do. And I'm trying to hold myself accountable in my next performance review period that I can do more in this area to try to live in to these aspirations. I have partnered with President’s Cabinet and others on campus to help move out on the goals of diversity equity inclusion on our campus and I have provided advice and counseled to our HR. I’m not sharing that to brag at all. I’m just sharing those to give you examples of what -- to maybe generate thoughts and ideas of what you can do. It's your space to live in to these various actions, these six actions. I would encourage you to take a look at that. And then if you're like me, I do better when I write it down and commit to it and set it as a goal. And
then it helps guide my thoughts and actions for that year. So I would encourage you to do the same. I don't know if there's anything you want to say there, Deb. If not, I will move on to hearing what others -- because one of the things we wanted to do before we left you was not only just to hear what you were thinking and what concerns you had and what assistance you might need from Deb and I, but we wanted to leave you with the motivation to commit to doing something. So we really want to hear from you now, based on what you've heard and the information that's been shared, what is your commitment, what are you really going to be leaving here today committing yourself to do to help advance your understanding of others, promote others, or become an ally? So feel free to type in to the chat chat. [LAUGHTER]

>> I'm sorry, guys. Deb, you made me laugh out loud. [LAUGHTER]

>> Thank you, Jackie.

>> Thank you, Catherine. Hey, Catherine, we should go for a walk.

>> Oh, that's awesome, Sue. I think that's great. We would love to have more resources in there.

>> That would be fantastic.

>> Book clubs, Jane, work well. I kid you not. I've been leading this conversation on campus for almost two years and the conversation is more engaging and less fearful when folks can comment about shared material in a book. So I encourage you to do so. Since we started our book club, and I wouldn't call it a book club because we meet regularly but books are part of it. We also watch YouTube videos. We also watch films. We've spawned other groups on campus. I love what you guys are doing. Yeah, this is great. As I think about it, one of the things that -- and I think, Deb, I didn't talk to her about it but I think she might agree with what I'm going to say. If not, I know she'll tell me if she disagrees. Weave DEI into everything you do. It's part and parcel of being a good human being and being a good leader to understand the people that you have the privilege to lead, who they are, what their strengths are and what they bring and help them feel like they belong and an important and critical piece of the team. Instead of saying DEI is an add-on, if you're like me, anything that's an add-on, the primary stuff gets in the way. DEI is part and parcel how I lead and I think it's much more impactful, genuine and effective if you do it that way. Deb, you agree or disagree with me?

>> Absolutely. And that's why I'm so pleased that people are here today in the midst of these weird times. You cannot possibly get to a more tumultuous -- we couldn't be in a more tumultuous time for higher ed. And yet people are here. And it does need to be part of who we are if we want to make a difference. If we push it to the side and get to it when we get it, it's not going to make any difference. And it doesn't have to be -- you can do one small thing every day and it can take almost no effort and it will actually have an impact. So I think that I just want to say thank you again, everybody, for being here today, because it already shows a commitment to DEI in that you want to learn more. So good on you and I'm just proud that you came in. And, Mac, we have a big question. I don't know if you can see.

>> Yeah.
And I would like to address that as people continue to write their commitments in the chat. But it’s, "Any thought on what the net DEI results will be with COVID-19 and for example working from home? Being able to recruit outside local boundaries is a plus. Any strong feelings on where this will take us?" I have strong feelings, of both just to be honest hope and dread. This could all go south. This could exacerbate digital divides. I think people from underserved communities, it’s going to hit them the hardest. And that breaks my heart. On the other hand, there’s the hopeful side of me that we can all just understand. I think somebody said it. I saw it on a social media feed somewhere today or maybe it was late last night. It’s hard to say. Maybe we’ll all wake up and realize that we’re a community and not just an economy and that we have to take care of each other and that we are all interconnected. And for me, the principles of DEI are, for me, at the base of that. So there’s that hopeful side of me. And in order to sleep at night, all I can do is hang on to that hopeful side.

Thanks, Deb. For me, I think it’s a really fantastic question. And I’m not big on predicting the future. I’m big on shaping or planning the future you want to see. So the future, you either can think of -- this is my personal view. The future can happen to you or you can shape the future in some way. I’m optimistic. We have a great opportunity in front of us now, being mindful of these possible inequities are out there, to try to shape the future that it can be better on the other side. And all I can do is do what I can in my sphere of influence. And I know I have a bigger reach, but I’m thinking more about right here at the University of Richmond. So as we roll out just like everybody else has rolled out to be teaching remotely, using all these tools faculty have never used, many of them, and get training in a week and two weeks, this is just a different world. Try to be mindful as we’re going through the journey of what the impacts are to different demographics. I think about our students that are at this institution from lower socioeconomic status. It doesn’t matter what their color is. I think that’s challenging for them to do the pickup and move and try to do these things and be in a remote environment. What can we do to ensure that they have all the resources they have so they can be successful? Because I believe all of them have the intellect and wherewithal and drive to be successful. We don’t want to do anything and put any barriers in front of them that would impact that. The second thing is trying to make sure we raise the level of consciousness across the institution both for our faculty, our staff, that we understand that we might need to do things different in this environment. But it could actually be a positive net win if we do. And then the other thing we can do, this isn’t a moment just impacting my university or your university. It’s impacting us all. Imagine if collectively all of us are attuned to this and just document one thing, one thing that we’re doing to really address the question that was posed to us in a positive way. Then we can all learn from it, right? We could all be beneficial from it. I think now more than anything, and I was a former military guy, I’ve never been involved in anything that impacted the whole country at the same time -- I mean, the whole world at the same time. I’m sorry. So hopefully I answered your question.

That was a great answer, Mac. And especially saying, just thinking about that one thing that you can do. Again, I would like to emphasize that what you can do can be really small and it can have a great impact. I know what we are -- what I’m trying to do just personally, so we have students who are first generation. They may soon have housing or food insecurities and they’re isolated. And so even though when we come in the office, they’re like, "Don’t talk to me. I want to work." we’re like, "Okay, that’s fine." all of the sudden they want video contact. And so video contact they shall have. So just that little
check-in, are you okay, what can I do for you? I think that's even a little thing of being kind and being open and understanding that this will impact other people is important. Thank you.

>> And this has been fantastic. And I really love the questions. A big part of these types of discussions as a moderator or a person facilitating is the group you're privileged to have a conversation with. You've made it an absolute delight by showing up. We've enjoyed it. I know I've enjoyed it. I've learned a lot. This has been fantastic. Here's our contact information. If you're like me and you're like others, you get other ideas later on in the afternoon. Feel free, feel free, please do, reach out to me. As we are all practicing social distancing, it's a great opportunity to dive into resources and communicate electronically. So feel free to reach out to me. Deb, anything you want to say before we close?

>> Thank you. It's been a real privilege. Thank you.

>> Thank you so much, Deb and Mac. Yes, thank you, everyone for joining us today. On behalf of EDUCAUSE, this is Jamie Farrell. Again, thank you for joining us. This is such an engaging conversation. You really love the resources everyone shared. Before you sign off, please click the session evaluation link in the chat. Your comments are important to us. They will be posted to the event site. Please feel free to share these resources with your colleagues. And finally, please join us for the next EDUCAUSE webinar on Thursday, March 26th at 1:00 PM eastern to hear about transformation in a time of crisis changing course venues in midstream. Thank you for joining us for today's EDUCAUSE webinar.

[End of Webinar]