

Human Resources, Diversity and Inclusion (HRDI) Strategic Plan

Strategic Direction (Goal) 1 Highlights

Strategic Direction (Goal) 1: Employee Engagement: Develop and support programs and activities that foster a diverse and inclusive community and increase employee engagement.

A. Objectives to Achieve the Goal:

1. Engage employees by celebrating their accomplishments and building an inclusive community.
2. Develop and implement initiatives to support holistic employee physical and financial health and wellness.
3. Create leadership and professional development programs to further recruitment and retention of a high quality and diverse faculty and staff.
4. Support GI2025 and student success

B. Measurements/benchmarks that prove the goal was accomplished:

- Engage employees by celebrating their accomplishments and building an inclusive community.
 - A. Launch inclusive excellence campaign
 - In partnership with ASI, a visibility campaign was created to feature students, staff, faculty and administrators telling their stories through the lens of their cultural identities however, this was postponed due to the BSU townhall and the emergence of the SWANA work. We will work with new ASI leadership to determine the best use for the content we created for the campaign, specifically as it relates to SWANA students. The campaign will be part of the Titans Together initiative in the coming year, we will support the implementation of those activities achieving the same goal of raising visibility and awareness of cultural differences.
 - We launched the inaugural One Book One CSUF program, a part of our Titans Together: Striving for Justice, Equity, and Inclusion initiative. This program will help to create an inclusive campus environment through conversations and engagement among all members of our community. Opportunities for engagement will happen throughout the 2020-2021 academic year. The book chosen for this year is “The Book of the Unknown Americans.”
 - HRDI employee engagement also went virtual. HRDI division Zoom calls occur twice a week with fun-themes and an opportunity to check-in with their colleagues. Check-ins include birthdays, special thank-yous, team building and student employee graduation acknowledgments.
 - B. Create new non-tenured faculty programming
 - A new pre-tenured faculty mentorship program called Faculty of Color Learning Community (FOCLC) was established. The mission of this community group is to provide an institutional structure to support faculty of color in the tenure and promotion process while also focusing on the retention efforts of our faculty of color. The program provided a lunch and learn series focusing on a variety of topics to assist faculty of color through their tenure journey, mixer events for community engagement, writing challenges to encourage scholarship, sessions with editors to assist with writing/editing of potential journal articles, and virtual zoom meet-ups. The FOCLC successfully concluded its first semester of programming. Despite the shift to a virtual environment, reviews were positive and the demand for it to continue was voiced. 36 Faculty of Color registered to be members of the community. Survey results showed every participant rated the Faculty of Color Learning Community as excellent.
 - C. Create a retirement recognition for all retiring employees
 - In recognizing our retiring Titans, a retirement recognition was created. The process for

receiving retirement information in real time was determined. VP Forgues will recognize employees by sending a personal note/card. This program will be fully implemented by the end of the quarter.

D. Enhance Titan Recognition Week

- #ItTakesATitan recognition social media challenge was launched in early April. This campaign was created for Titans to recognize fellow Titans that helped them along their journey at CSUF during the recent telecommuting transition. Employees had the option to also submit their stories via Qualtrics.
- Due to COVID-19, the 2nd annual What Brings Us Together Luncheon (WBUT) transitioned into multiple CSUF virtual lunches. The virtual lunches provided a space for all Titans to come together and share a meal while promoting diversity and community building. There was a total of 32 participants.
- Originally, our campus was going to host Bring a Child to Work Day 2020. Due to the effects of COVID-19, the committee had to revision a different way for our employees to engage their family members with their work on campus. Employees and their families participated in activities that included live sessions with Cal State Fullerton speakers sharing about their careers and life as a Titan including CSUF President Virjee, on-demand showings, several social media challenges and an array of activities and crafts including oobleck slime recipe, origami finger puppets, crossword puzzles and coloring sheets. The event provided an opportunity for employees to showcase what a great place to work California State Fullerton is and the great people that work here. There were a total of 75 participants (62 families).

E. Enhance Division social media to include faculty and staff spotlights

- Launched social media presence for VP of HRDI on Twitter, Instagram and Facebook and gained a total of 251 followers across all platforms within the first six months. Social media calendar was established to track HRDI events that are shared on social media as well as campus social media reposts relevant to HRDI and employee experience. The sharing of external HR publications and presentations are highlighted regularly on the feeds. Strategic Communications "Titans of Academia" and any staff spotlights are also used to infuse into HRDI Social Media. VP Forgues now has over 400 followers across all platforms. Social media platforms have been used to highlight campus events, employee recognition, heritage months, holidays, professional development, SHRM HR Articles, events such as OC Community Cup, Health and Wellness Expo, book club read, voter mobilization and the common read.

F. Cultural Education and Awareness week of events

- Campus Equity Week was postponed because of BSU townhall. The week of events will be moved to the 2020-2021 academic year with the flexibility to be virtual or in-person and in collaboration with the campus identity-based centers as the culminating event for the One Book One CSUF program of the Titans Together initiative.
- The Community Dialogue Series was developed and hosted by DIEP after the BSU townhall, was nominated for the DEI Award for University Awards Program. This four-part series invited the Titan Community to share their feelings on the state of the campus climate and their vision for an inclusive campus. There were 170 attendees. This information has been used to inform programs, events, trainings, and diversity inclusion related initiatives on campus.
- The Racial Equity Curriculum Taskforce has been developed. The purpose of this taskforce is to build a 90-minute learning module on racial equity and inclusion for CSUF which is to be a part of the Titans Together: Striving for Justice, Equity, and Inclusion initiative. This 12-person taskforce made of both Faculty and Staff members has come together to create the content needed to complete the module. We are currently in the final stages of finalization and preparing to move to the testing phase.
- To continue anti-bias/anti-racism training efforts, the Office of Diversity, Inclusion and Equity Program (DIEP) offered several training workshops including Inclusive Customer

Service, Religious Accommodations, Emotional Intelligence in Cross-Cultural Interactions, Diversity, Inclusion and Equity Programs 101, Gender Identity and Pronoun Use, and Navigating Workplace Diversity Conflict. In addition to trainings, DIEP also created the Supporting Transgender Employees at CSUF Guide.

- Develop and implement initiatives to support a holistic employee physical and financial health and wellness.
 - A. Create a variety of new health and financial wellness programs for our faculty and staff
 - Director of Total Wellness was recognized in the partner spotlight section of the Healthier America summer 2019 publication, *Giving New, Healthy Habits the Old College Try*. CSUF was mentioned for its Healthier Campus Week and creating a healthier environment for all on campus.
 - Held monthly staff benefits orientations and four open enrollment sessions including one at the Irvine Center in October. Offered a number of workshops including Standard's new Critical Illness Program, OptumRx diabetes and Social Security workshops in early March. Provided 11 in-person Fidelity sessions and 4 in-person CalPERS retirement workshops. Additional workshops are on hold due to COVID-19.
 - Participated in the first OneOC Community Cup event which included the collection of 51 boxes from a food drive campaign that ran from 8/12– 8/30 and a one-day competition event with other Orange County employers on 9/28. Cal State Fullerton came in top 5 with the most donated boxes for the food drive.
 - Hosted its 6th Annual Health & Wellness Expo on 9/10 in which there were over 600 in attendance and over 70 flu shots were provided.
 - Total Wellness collaborated with Risk Management to negotiate an acceptable contract permitting Jet Dental to provide services on campus to faculty and staff. Jet Dental provided dental exams, x-rays, cleanings and teeth whitening services on 9/19 and 9/20.
 - In partnership with the Healthy Campus Initiative, launched the 2nd annual Healthy Campus Week from 9/23 – 9/27 featuring weeklong activities for faculty, staff & students to promote health and wellness
 - In partnership with Kaiser Permanente hosted another successful flu shot event serving 116 employees. Kaiser donated the flu shots totaling \$3,248.00
 - Promoted community and partner wellness webinars in bi-weekly communications.
 - Celebrated a full year of Weight Watchers (WW) on campus. The program grew and was extended to retired annuitants and student employees at the beginning of this year.
 - Re-introduced the Employee Assistance Program (EAP) to the campus in which EAP presented their services in an effort to increase awareness and usage of the program in October 2019. Hosted EAP on campus to inform employees of their services to continue increase awareness and usage of the program in March 2020. Continually researching ways to rebrand the Employee Assistance Program by promoting and informing the campus of their services, webinars, and resources especially during COVID-19.
 - Total Wellness hosted a virtual Recipe Swap where the campus community virtually met to swap their favorite recipes. First meeting took place May 2020.
 - Hosted multiple virtual sessions of Desk Yoga in March, April and May 2020.
 - Exploring the creation of a campus health ambassadors' program has been placed on hold due to COVID-19 and the virtual working environment.
 - Initiated the walkie-talkie program, by promoting health and wellness through movement with 15-20 minute walks with the President and other cabinet members March 2020. This was placed on hold due to COVID-19.
 - Launched the first 10K-a-Day Walking Challenge sponsored by Kaiser Permanente in early

March with 309 employees registered. The challenge has been placed on hold due to COVID-19.

- Total Wellness Director serves on the GI 2025 Wellness and Belonging Workgroup committee. This committee identifies ways to improve a sense of belonging for our students as well as student wellness resources. This is on hold due to COVID-19.
- The Total Wellness team is working with facilities to create a walking path on campus. This walking path will include mile markers as well. The Total Wellness team secured a \$20,000 donation from St. Jude's to fund the creation of the mile markers on this walking path.
- Create leadership and professional development programs to further recruitment and retention of a high quality and diverse faculty and staff.
 - A. Establish a tiered diversity certificate program
 - Inclusion Champion program has foundation courses and will be rooted in a racial equity framework. Building course catalog and identifying gaps for more courses and facilitators. This project will continue in 2020-2021.
 - Developed an equity audit workshop for division leaders. This workshop was piloted with Admin and Finance in February. DIEP will make this workshop available to all divisions. Along with this workshop DIEP developed a D&I development plan template that was offered to Admin and Finance and will be launched to other divisions.
 - Work on the 90-minute Racial Equity module has been launched in a phased in approach. In this first phase, a task force has been identified, and OC Human Relations was brought on to be a part of this.
 - Diversity Inclusion and Equity Programs partnered with Strategic Communications to create the book selection announcement for the campus common read. A work group was established to identify activities for campus implementation of the common read. The book was selected and an announcement will go out to the campus in May with the book title and how to obtain it. The goal is to have employees and students read over the summer for activities to begin in the fall.
 - Revisions to the Titans Together website were made to add updated demographic data, adding a tagline and a message from President Virjee along with information on the dialog series.
 - The biased education response protocol task force was created who had their first meeting and solidified the four areas of focus; Communications, Prevention, Intervention and education, reporting. OC Human Relations was also added to the task force as an external partner.
 - AVP Porter submitted an application to the AAC&U Truth, Racial Healing and Transformation institute. The application was accepted and a group of five representatives from our campus will be attending the institute in June to learn about how to develop a racial healing framework for our campus
 - B. Increase LER staff knowledge regarding proactive strategies for curbing incivility etc.
 - Diversity Equity and Inclusion Programs analyzed existing data created to identify high turnover intention and shared this information with VP Forgues, Sean Walker, Michelle Tapper and Bobbie Porter. This group met to discuss the Faculty Executive Committee's (FAC) possible revision of the existing civility specific policies - UPS 100.006 and UPS 230.000. To begin this work, they are developing a flow chart/checklist for assessing civility/behavior-related problems. The revision will include references to inclusivity. The FAC was going to take this framework and move it to the Senate floor for vote. Due to COVID-19, HRDI will need to wait until after the Senate recommendations are done. LER can then collaborate and provide necessary support to FAC.
 - C. Create robust workshops for managers and leads around core competencies

- Developed and tested the 360-review process, based on the MPP core competencies, with the Diversity and Inclusion Leadership Academy (DILA) program. Through this process, in partnership with leadership from Labor and Employee Relations and HRDI Operations, this program has been built from the ground up to be the best fit for our CSUF community. The 360 reviews will transition from a professional development tool into an evaluation tool giving a more complete review for MPP's. This will assist in the ability to tailor professional development and highlighting the positives in the leadership provided by MPPs.
 - Four workshops were developed relating to probationary employees, staff grievance/complaint process/resolution, faculty/academic employee grievance process for chairs/ads, and performance management. Continue to create/identify workshops that target/include all core competencies.
 - This work will continue into 2020-2021 and culminate in the MPP Fundamentals Program and HRDI Symposium.
- D. Reengineer existing professional development services and physical space for the exploration of launching a staff development center
- DIEP aligned Engagement and Learning staff duties to support the launch of the staff development center. Completed revision of services to provide and increased the staff development specific services. Engagement and Learning created a "Staff Development Training" section on the monthly newsletter with workshops and trainings. Workshops included are Inclusive Customer Service, the CSU's Got Talent series, and various Empathia workshops. A physical space was also identified for the Staff Development Center but is dependent on campus resources and reentry plan.
- E. Refine customized division-based training and professional development services to ensure alignment with goal attainment
- Hosted a twice weekly webinar series to help employees prepare for the HR certification exam. These sessions featured virtual trainings and materials for an 8-week HR Certification preparation course beginning in late fall through early spring. A total of 20 HRDI employees participated in the preparation course.
 - All division D&I training will take place at the June all division virtual retreat.
- F. Develop a large-scale learning opportunity targeting represented staff for professional development and networking opportunities
- Using the model developed by the Faculty Development Center, developing a micro survey for divisions to determine existing professional development activities made available to employees. Engagement and Learning is working on creating a survey to send to represented staff to gauge interest in training topics. Staff conference is planned for 2020-2021.
- G. Operationalize Diversity and Inclusive Leadership Academy (DILA)
- Onboarded a faculty partner, Dr. Ding Jo Currie, who completed the design on the program Diversity and Inclusion Leadership Academy (DILA). The cohort attended in-person sessions and several virtual sessions due to COVID-19. DIEP hosted its final session and had 24 participants successfully complete the program. Part of this academy was for each participant to complete an MPP 360 feedback assessment. Dr. Ding Jo Currie facilitated the coaching element of this feedback survey with each participant. DILA participants responded positively to the program. When asked how would you rate the quality of the DILA program, the majority rated it as "Excellent" with the remaining ratings being "Very Good". When asked how relevant was DILA for your growth in embracing diversity and being an inclusive leader, all survey participants ranked it as either "Relevant", "Very Relevant", or "Extremely Relevant".
- Support GI2025 and student success.
 - A. Enhance student employment program
 - In collaboration with the Career Center, participated in the Titan Resource Fair, Athletics

Career Fair, and Titan Connection in early spring. Talent Acquisition also conducted Student Assistant Hiring Training as a refresher. Talent Acquisition hosted several workshops throughout the year including LinkedIn and CHRS Recruiting. Also facilitated a micro-session on Titan Leadership with a total of 73 attendees in February. Hosted the first Student Assistant Orientation with Facilities Management group in February. Virtual sessions will be considered for next year.

- Risk Management developed, in partnership with University Police Department (UPD), Event Management, Athletics and faculty in criminal justice, a class to assist students as they prepare for the physical tests/requirements required by law enforcement agencies. More than 50 students participated in the first training session.
- CHRS Recruiting for students went live and is now being used to post student assistant positions. A CHRS student assistant user guide was also developed. Continuously building awareness regarding student employment hires through CHRS Recruiting through various channels including the CHRS Recruiting student employment website that launched early March.
- Implementing the student worker self-service entry project remains on hold due to COVID-19.