GOAL: By August 2, 2021, OIT staff will review this department DEI plan and understand each goal.

People

The people section refers to our DEI goals for OIT and student helpdesk staff (current and future).

- **Education and Awareness**
  Creating a welcoming, inclusive, and equitable environment requires learning and growing as professionals.

  - OBJECTIVE: OIT staff will *increase their diversity, equity, and inclusion knowledge and skills*

    - **GOAL: In FY22 OIT will promote Claiming Williams day and strongly encourage participation by OIT staff.**

    - **GOAL: In FY23, OIT will examine the need for a complimentary yearly "Claiming Williams"-like activities for OIT Staff, with time for presentations, trainings, and conversations on diversity and belonging topics, perhaps some with technical focus, and an annual review to identify and improve what we can be doing better.**

    - **GOAL: Continually improve a [list of workshops, training, writings, and other staff development opportunities](#) and encourage the OIT department to contribute to a living list of Diversity, Equity, Inclusion, and Belonging resources.**

    - **GOAL:**
      In FY22 each OIT staff member will spend time learning on the topics of Diversity, Equity, Inclusion, and Belonging. Members will devote professional development time to these core skills and this will be supported by their supervisor. An ever-increasing list of opportunities are in the previous goal.

    - **GOAL: By December 31, 2021, all OIT staff will take steps to increase our understanding of our own unconscious biases and awareness of the lived experiences and issues faced by marginalized people using any combination of [recommended](#) (or similar) resources. Time for this work will be encouraged by your supervisor.**

  - OBJECTIVE: Support DEI Learning Cohorts within Inter-institutional learning communities

    - **IDEA: Form or join a multi-institution diversity collaboration to allow us to partner with other higher-ed institutions.**
      - **IDEA: In discussion with Amherst, Bowdoin, and Davidson IT departments.**

- Departmental Culture
  Creating a culture of inclusion, equity, and belonging will benefit each member of the department and improve the services we provide to the college.

- ○ OBJECTIVE: Create an inclusive department to increase staff morale, retention, and performance
  - ■ **GOAL: During FY 22, OIT will learn about the importance of gender identity and pronoun use, and many may choose to include their preferred pronoun in their email signature to create an inclusive environment.**

  - ■ **GOAL: In FY22, the department will coordinate quarterly groups of 5-6 OIT staff for virtual coffee/discussions to foster belonging and building connections.**

- ○ OBJECTIVE: Review departmental equity. Improve practices identified as inequitable
  - ■ **GOAL: Annually, communicate results of the HR review with the department regarding pay equity across OIT.**

- ○ OBJECTIVE: Improve sense of belonging within the department
  - ■ **GOAL: Beginning in FY 22, create quarterly optional opportunities for cross-functional team building play such as fitness challenges, escape rooms, coffee conversations, or other informal activities that can encourage a sense of belonging.**

  - ■ **GOAL: To create a greater sense of belonging in our department, OIT will develop better meeting practices. These include welcoming participants, inclusive methods of communication, making space for all to be heard, and amplifying voices.**
    - ● **FY22 provide OIT with resources to improve meetings**

- ● Inclusive Hiring
  Building a diverse staff requires a heightened awareness of our own bias during hiring, dedicated effort to build a diverse candidate pool, building on our existing diversity, creating new opportunities for hiring as our work evolves, and creating intentional support for these new hires.

  - ○ OBJECTIVE: All OIT staff serving on hiring committees will complete implicit bias training
    - ■ **GOAL: Beginning in AY 22, all OIT staff serving on a hiring committee will have completed implicit bias training.**

  - ○ OBJECTIVE: OIT will use active recruiting methods to make the opportunity known to the most diverse groups possible.
    - ■ **GOAL: Continue active recruiting practices piloted for recent OIT positions.**

  - ○ OBJECTiVE: Fairly evaluate job fit by omitting identifying information
    - ■ **GOAL: Continue to pilot the omission of irrelevant identifying information on resumes and job applications such as ethnicity, gender, and sexuality.**

  - ○ OBJECTIVE: All position opportunities will be written in inclusive language and include a DEI statement within the first 3 paragraphs
    - ■ **GOAL: All OIT position opportunities will be written in inclusive language and include a DEI statement within the first 3 paragraphs.**

  - ○ OBJECTIVE: Include our student workforce.

- **GOAL: As we plan for team-building activities to enhance departmental belonging, include our student workers when possible.**

- **GOAL: FY22 before December 2021, seek student helpdesk workers' input/feedback on our draft DEI plan.**

- **IDEA: Post-bac Residency focused on higher ed IT**
  - In discussion with Bowdoin, Davidson, and Amherst (Barron)
  - We can actively diversify our field by helping underrepresented populations get the necessary experience and training to join the profession
  - Post-bac residency opportunities at Williams and several other small liberal arts colleges
  - Give experience across IT areas to under-represented people
    - Recruit from CLAC HBCUs and other regional and national minority-serving institutions
    - Recruit from the diverse population of CLAC students
  - Place them into a higher ed IT career, preferably within a CLAC institution
  - GOAL: AY22, seek funding for residents.

Places

The Places section includes our DEI goals for the physical and virtual OIT spaces where we perform our work and serve our customers.

- Accessible spaces
  - OBJECTIVE: Secure OIT representation on the Williams College Committee on Accessibility
    - **GOAL: FY22 seek OIT membership on the [Williams College Committee on Accessibility](#) and fill with an engaged OIT staff person.**

  - OBJECTIVE: Ensure ADA compliant furniture and fittings are used in OIT managed lab and classroom spaces.
    - **GOAL: In FY23, perform an accessibility review with Facilities for OIT managed lab and classroom spaces.**
    - **In FY23, OIT will perform an accessibility review of classroom technology.**

  - OBJECTIVE: Ensure Zoom and Meet as accessible welcoming spaces
    - **GOAL: Beginning in FY21, Zoom hosts will turn on Live Transcripts available in all Zoom Meetings hosted by OIT.**

Operations - Systems and Services

The Operations - Systems and Services section refers to our DEI goals for the services and systems we provide to the college community. High-level objectives that have been collected so far include:

- Respectful language
  - OBJECTIVE: OIT will actively and consciously review terminology used that would not be welcoming to our community.

- **GOAL: Starting in FY21 and continuing at least annually all OIT staff will work at actively reviewing existing and newly created content to ensure we are not making use of expressions or words with meanings unrepresentative of the campus DEI values.** Improve items identified where possible. If identified items cannot be improved by the OIT team, report to vendors how this can be improved in their systems.

- Accessibility of systems and services
  - OBJECTIVE: Review systems and operations for accessibility with supported community inclusion as part of the process.
    - **GOAL: Inclusive Service Advisory Focus Group formation starting in FY22** Create both a student and faculty/staff focus group representing diverse backgrounds to advise on and participate in how our services could be more welcoming and supportive for all. Work the pilot into more of an ongoing process with an annual schedule. Listening will provide an outside perspective to help us see what might not be clear internally. The results of the focus group to be shared within OIT with the purpose of addressing issues and then following up after making changes to find out if we have sufficiently addressed the issue or if more changes are needed to confirm we are meeting expectations.

    - **GOAL: FY21 - Increase the awareness of the accessibility portion of the software acquisition process which requires a VPAT review for proposed software and requiring WCAG 2.0 AA compliance**

    - **GOAL: FY21 - Increase OIT and stakeholder awareness of the DEI portion of the software acquisition process which examines support for campus names, pronouns, and more.**

    - **GOAL: Continue ongoing review and audit at least annually the software/service acquisition process annually to ensure it is representing our campus DEI values.**

    - **GOAL: FY22 - Work with the Office of Accessible Education to help us audit student-facing tools for accessibility. Develop best practices for accessible use.**

    - **GOAL: FY23 - Work with the Office of Accessible Education to create three faculty workshops.**

  - OBJECTIVE: Improve issues identified in systems and operations reviews, where possible. If identified issues cannot be improved by the OIT team, report to vendors how this can be improved in their systems.
    - **GOAL: Collaborate with Jason Rivera from Institutional Research to gain approval in the Fall (FY22) for the proposal to change identity data collection and reporting for the purpose of establishing a plan for process and technology updates to support it.**

    - **GOAL: Beginning in AY 22, OIT will create plans to remediate issues identified in software and process reviews. Plans include working with vendors to advocate for**

improvement and evaluating different software platforms that better meet the identified needs of our community.

- ○ OBJECTIVE: Host accessible events and trainings
    - ■ **GOAL: In FY22, each form that serves as an RSVP for an OIT training or event should include a question about accommodations needed. If requested these should be provided and included as a cost when planning the event.**

- ○ OBJECTIVE: Use the ERP process to gain insights and collaborations outside our department.
    - ■ **GOAL: FY22 Include stakeholders from the Office of Institutional Diversity, Equity, and Inclusion in the scoping and evaluation phases of the ERP project to identify how our new system can support ongoing and future institutional DEI efforts. This includes identifying and supporting DEI needs around reporting, analysis, process improvements, and ongoing roles and responsibilities within the system.**

- ● Inclusive Procurement
    - ○ OBJECTIVE: Request diversity statement from significant vendors
        - ■ **GOAL: Starting with FY22, when renewing contracts, request diversity statements from all vendors and include this question in the Software Acquisition Form.**
            - ● **GOAL: In FY22, OIT will develop boilerplate to ask vendors for their DEI statements**

    - ○ OBJECTIVE: Seek opportunities to purchase goods and services from firms with well-articulated DEI plans, especially those owned by BIPOC and under-represented populations
        - ■ **GOAL: Beginning in FY23, supplement any existing college-wide list and/or curate a list of vendors that provide goods and services to OIT that have well-articulated DEI plans, especially those owned by BIPOC and under-represented populations. Review the recommended vendors twice per year and use this list as a starting point for departmental purchasing.**

- ● OBJECTIVE: Develop a TIDE grant/project
    - ○ **IDEA: In AY 23, seek to develop a TIDE grant project proposal to support a specific inter-departmental goal or objective in any one of the three areas of People, Spaces, and Operations.**
        - ■ **GOAL: In FY22, explore possible grant opportunities that would be larger than the capacity of OIT alone.**