



# Auxiliary and Business Services

## POINT OF CONTACT

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## PARTICIPATION AND REPORTING

- Attended SA Consultation Session
- Submitted a Progress Report

This unit has not presented in a Systemic Analysis report out session.

1 2 3 4 5 6 7 8

## SYSTEMIC ANALYSIS STEPS UTILIZED

### PROCESS ■ ISSUES ■ ACTION STEPS ■ OUTCOMES

#### PROCESS

Auxiliary and Business Services, which includes internal units and units operated by outside contractors discussed the systemic analysis process and the unit is committed to the following process. This process is adaptable and may change as we further engage members of the community.

Internal Units - Campus Business Services (OneCard); Distribution Center

- a. Create a DEI committee for each unit comprised of either a small group of staff members or all staff within the unit.
- b. Listen to members of members of Auxiliary and Business Services - staff and students - whose identities are socially marginalized.
- c. Review infrastructure, approaches, policies, and processes.
- d. Review the scope and content of AuxBus programs, activities, and work.
- e. Evaluate structural diversity of staff and populations served.
- f. Evaluate the values reflected in the unit's department's vision/mission statement.
- g. Identify training needs and opportunities and create learning opportunities for the Distribution Center and OneCard Office team.
- h. Create a process for accountability and assessment of inclusive excellence.

Contract Units - Campus Dining Services, Bookstore, Campus Digital Graphics

- a. Work with management of auxiliary units to create more transparency with regard to company-wide DEI practices
- b. Solicit feedback from populations served and account for marginalized groups in surveys and focus groups.
- c. Review services provided by auxiliary units.
- d. Ensure that RFPs and contracts for auxiliary units contain language that demonstrate a commitment to DEI.

#### HIGHLIGHTS

Given the unique nature of each internal unit, a DEI committee will be comprised of all staff for each unit.

Campus Dining has works closely with student affinity groups to select menus for cultural celebrations.

Pre-sunrise dining service hours have been offered to accommodate the dining needs of students celebrating Ramadan.

As part of an upcoming reorganization of Campus Business Services, a new office will develop a supplier diversity program to track and support university purchasing from minority and women-owned businesses.

#### ISSUES IDENTIFIED

Issues will be identified through listening sessions, survey, and the process previously indicated.

#### ACTION STEPS

\* Auxiliary and Business Services will continue to participate in periodic group listening sessions.

📄 Based on listening sessions Auxiliary and Business Services will develop DEI learning and training opportunities for staff.

#### OUTCOMES

\* TBD based on feedback from staff and DEI committee.

📄 Auxiliary and Business Services will ensure candidate pools are diverse and hiring managers and search committees are properly trained.

📄 Staff is trained and knowledgeable about DEI topics to strive towards an inclusive work environment and community.

### LEGEND FOR PRESIDENTS COMMITMENTS

📄 Hiring

\* Culture and Climate

📄 Education

### SYSTEMIC ANALYSIS STEPS: QUICK REFERENCE

1. Listen to your team and constituents

2. Review infrastructure and policy

3. Review scope and content of programs

4. Evaluate structural diversity (data)

5. Analyze strategic partnerships

6. Evaluate vision/mission statement

7. Identify training needs

8. Accountability and Assessment