

# Division of Student Affairs

## POINT OF CONTACT

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## SYSTEMIC ANALYSIS STEPS UTILIZED

### PROCESS ■ ISSUES ■ ACTION STEPS ■ OUTCOMES

#### PROCESS

The Student Affairs Equity and Inclusion Committee (SAEIC) discussed the approach to this work, analyzed data including staff climate surveys, Staff Senate work from home survey responses by Student Affairs staff, and results of listening sessions held by SA SVP Dr. Bove during the summer. SAEIC then facilitated 8 unique focus groups comprised of Student Affairs staff by position type to follow up on the themes identified in the data analysis, with a focus on generating ideas and suggestions to address them.

**Update MAY 2021:** Phase one of our work was to analyze existing culture and climate data and conduct listening sessions for staff at multiple position types and levels (Coordinators, Assistant Directors, etc...). The combination of those listening sessions and the data analyzed led to the development of four thematic areas to address:

1. Transparency in the division
2. Communication
3. Race in the division
4. Job security

Our committee then analyzed the data and made recommendations to the Senior Vice President of Student Affairs utilizing Ignatian Solidarity Network Mission-Centered DEI + A Training and Development Matrix. This information is being shared in a Student Affairs staff newsletter and there will be feedback sessions for staff to reflect, provide suggestions or critiques of the work. Our committee will then work with a subgroup of staff members interested in continuing this work to assist with setting priorities for future work and to capitalize on the expertise present at all levels in the division.

The next step is to assist each of the 16 departments in Student Affairs to do systemic analysis in the summer of 2021. This group will also work to develop and uplift education and training resources to respond to the gaps identified by Student Affairs staff to empower all to help create and facilitate change.

#### ISSUES IDENTIFIED

- Communication from senior university leaders regarding the state of the university during the pandemic | The impact of the furlough process on individuals and departments, and lack of clarity around additional furloughs or possible layoffs. | Complications of operating in a virtual space during a time of high anxiety. | The reduction in staff across several units | Stressors affecting peoples' personal lives | Intersection of race and racism on all of the above | Colleagues are carrying very heavy loads and need to be supported.
- Challenge: There is a lack of clarity around what is discussed at Management Team (MT) meetings. Dissemination of information varies based on MT representative for a unit.
- Challenge: Staff are looking for ways to present topics Management Team (MT) should be discussing and addressing.
- Challenge: Considering environmental microaggressions and how to ensure our space is one that is as inclusive as possible
- Challenge: Staff crave opportunities to dive deep into interculturalism. "Implicit bias should be a baseline not a finish line."
- Challenge: Staff want more professional development opportunities focused on issues of race, culture, gender, and society that affect students and staff
- Challenge: There is work to be done at the division level, but it is important to work with each of the 16 departments in Student Affairs on a unit by unit systemic analysis around hiring, climate and culture, and education.
- Challenge: Staff feel communication is not distributed well across the division.

## PARTICIPATION AND REPORTING

- Attended Systemic Analysis Consultation Session
- Submitted a Progress Report

This unit reported their progress to the community on 12/01/2020.

[Presentation Video](#)  
[Presentation Slides](#)

## STUDENT AFFAIRS EQUITY AND INCLUSION COMMITTEE:

[Csilla Samay](#) | Assistant Dean for International Student & Initiatives  
[Henry Ward](#) | Senior Director, Ethnic & Intercultural Services  
[Lisha Maddox](#) | Director of Student Success  
[Joel Gutierrez, MSW](#) | Associate Director of Student Involvement  
[Daniel Estrella-Flores, S.J.](#) | Assistant to the Dean, Student Affairs  
[Patrick Furlong](#) | Associate Director, Center for Service & Action

#### ACTION STEPS

- ✳ To improve dissemination of information among MT representatives, SA will create a mechanism for sharing and distributing MT notes
- ✳ Provide a venue for agenda items and guest speakers to be considered for MT meetings
- ✳ To mitigate environmental microaggressions, SA will consider inclusive art in public spaces of Malone
- 📄 To provide staff with more opportunity to deep dive into interculturalism, SA is developing a robust mandatory training program for Student Affairs staff that expands LMU's commitment to anti-racism work.
- 📄 Creation of education and professional series utilizing resources available through LMU
- ✳ SAEIC will work collaboratively across the division to conduct a systemic analysis audit, in each department. This audit will help improve policies, procedures, and structures that are baked into our way of proceeding and often create barriers to fully address the needs of our students and staff.
- ✳ Create a chart detailing flow of information expectation and responsibility. Implement proactive Communication around challenging topics and issues that impact staff in the division.

#### OUTCOMES

- ✳ SVPSA's Executive Assistant will begin to take notes in MT meetings and distribute to all MT members to share with their teams. Launch date: April 21 MT meeting
- ✳ Each department has a representative at MT. Individual concerns, ideas, suggestions are communicated via the MT representative
- ✳ The LMU Arts Commission is meeting to develop community guidelines and strategies to perform this task. Jade Smith represents Student Affairs in this committee. Departments will be provided support to look at their spaces and suggestions for improvement. A member of the SAEIC will visit each department's physical space in the first semester back on campus as part of the support for each department's systemic analysis
- 📄 SAEIC committee will develop training session with staff in the division and support departments already working on trainings and educational programs focused on staff. Trainings will be utilized starting in Academic Year 2021-2022
- 📄 SAEIC committee will seek recommendations and compile resources that will be available to the division. Resources will be compiled in a publicly accessible space starting Summer of 2021.
- 📄 SAEIC will utilize staff work groups to include more members at various levels of the division. Different departments enter this work at different levels and with varying needs of support and consultation and SAEIC will provide consultation and support to each department through these work groups. Department systemic analysis that have not already begun will start in May of 2021. The goal is for each department to conclude initial analysis by August of 2021.
- ✳ Each department has a representative at MT. Individual concerns, ideas, suggestions are communicated via MT representative. SVPSA is meeting with MT members on a 1-1 basis to address expectations of MT in sharing updates with staff and to explore ways in which to improve communication and overall function of MT.
- ✳ As best possible SVPSA and SALT will be proactive in their communication and take into account the lessons learned from the summer of 2020.

## SYSTEMIC ANALYSIS STEPS: QUICK REFERENCE

- |   |                                      |
|---|--------------------------------------|
| 1. Listen to your team and constituents | 5. Analyze strategic partnerships    |
| 2. Review infrastructure and policy     | 6. Evaluate vision/mission statement |
| 3. Review scope and content of programs | 7. Identify training needs           |
| 4. Evaluate structural diversity (data) | 8. Accountability and Assessment     |

## LEGEND FOR PRESIDENTS COMMITMENTS

- 📄 Hiring
- ✳ Culture and Climate
- 📄 Education