

## UO Ombuds Program's Diversity Action Plan

2017-2020

The University of Oregon Ombuds Program provides **confidential, impartial, independent, and informal** dispute resolution assistance to the University of Oregon community.

The purposes of the Ombuds Program are to **promote** the highest standards of university governance; **further** the university's commitment to the principles of equality of opportunity; **complement** existing university conflict resolution resources and compliance activities; **provide** a confidential and anonymous mechanism for people to seek guidance on how to report violations of the law; and **encourage** the community to use alternative dispute resolution methods to deal with disputes, improve work life, and foster a supportive atmosphere and healthy organizational culture. Our stakeholders include all university students, faculty, and staff.

### Diversity and Inclusion at the Ombuds Program

Diversity and inclusion initiatives are imbedded in our overall mission, goals, and processes. Overarching goals of program services include promoting equality of opportunity, increasing and supporting diversity, and encouraging inclusiveness throughout the university community; these goals are a part of the program's daily work. Specifically, the Ombuds Program:

- connects students and employees with diversity-related concerns to relevant campus resources;
- provides support and dispute resolution assistance to students experiencing diversity- and/or equity-related concerns, thus enabling them to continue and be successful in their education amidst conflict or other roadblocks;
- provides support and dispute resolution assistance to employees dealing with diversity- and/or equity-related conflict or concerns, thus enabling them to continue and be successful in their employment amidst conflict or other roadblocks;
- assists faculty and staff in providing the most inclusive, accessible, and effective learning environments possible through individualized support and coaching services;
- provides direct consultation, conflict coaching, and dispute resolution services to program visitors in a manner that encourages and promotes respectful communication and inclusiveness throughout the campus community;
- provides training to the campus community that strives to help employees enhance understanding, respect, and inclusiveness in the workplace;
- works directly with units to identify and break down barriers to success for all employees and students; and
- encourages administrative fairness and equity by identifying areas of concern and assisting the university in addressing those areas.

The Ombuds Program services are inclusive, welcoming, and accessible to all. All services are available at no charge and no employee or student will be denied access to services. The office location is ADA accessible. The Ombuds Program strives to reduce barriers to accessing services by offering appointments in-person or via phone, at a range of public locations, and outside normal business hours by request. Finally, the Ombuds Program provides a welcoming, confidential, and relaxed environment for visitors.

In creating the Ombuds Program's first Diversity Action Plan, the program's full staff worked collaboratively to review existing policies and procedures, identify our goals related to diversity and inclusion, and create a plan to enhance our focus and impact of our diversity and inclusion initiatives.

## Goals, Strategies, and Tactics

**GOAL #1** (I: Inclusion): Create an inclusive environment for all within the ombuds program, and have an impact on inclusivity in the campus community

**Strategy 1 – Ensure that inclusion is a stated priority with a measurable impact in the ombuds program's work environment and offered services**

Tactics	Target Measures	Resources to be used for this tactic	Name and title of lead personnel	Timeline
1.1 Promote the values of diversity and inclusion within the office	Articulate the values of inclusivity in policies and procedures, include this topic in onboarding, and include this topic in teambuilding	Will require allocating staff time to building upon our current policies, procedures, and processes	Brett Harris, university ombuds / program director	Ongoing; tactic to be imbedded into p&p, onboarding, and teambuilding processes fall 2017
1.2 Ensure accessibility of services for all visitors	Promote the ombuds program services to all constituency groups throughout the campus community;  Maintain ADA accessibility of all spaces	Will require allocating staff time to create outreach plan pertaining to reaching all constituency groups; and  Assess ongoing ADA compliance	Jenn Hudson, assistant ombuds  Becky Couch, program administrator	Outreach plan to be completed for CRS program in FY18, OP in FY19  Accessibility review annually at end of fiscal year

**Describe the evaluation tool that you will utilize to measure progress and ensure accountability.**

Evaluation of employment data and policies, annual assessment of goals via group assessment process by full staff

## **Strategy 2 – Contribute to enhanced inclusion throughout the campus community**

<b>Tactics</b>	<b>Target Measures</b>	<b>Resources to be used for this tactic</b>	<b>Name and title of lead personnel</b>	<b>Timeline</b>
2.1 Ensure the competency of all program staff in working on diversity- and inclusion-related concerns/cases	Completion of yearly professional development on inclusion- and diversity-related topics	A portion of the existing professional development budget will be designated for training related to diversity and inclusion	Brett Harris, university ombuds / program director	Yearly; to be implemented beginning FY18
2.2 Integrate diversity- and inclusion-related components in conflict and communication training already offered by the Ombuds Program	Existing training offerings evaluated and improved to include more information on cultural elements of conflict and communication, and inclusive methods and approaches to conflict and communication	Allocate staff work time to reviewing and improving training	Brett Harris, university ombuds / program director	Create a review schedule in spring 2018; trainings to be reviewed and improved according to a review schedule in the following two years
2.3 Provide increased feedback to university leadership in identifying areas of concern related to inclusiveness on campus	Collect and provide specific data on concerns related to diversity and inclusion so as to increase information available to university leadership	OP case tracking system has recently been updated to include collection fields for diversity- and inclusion-related concerns and will be used to collect this data	Brett Harris, university ombuds / program director	This information to be collected beginning FY18; feedback will be provided on an ongoing basis and annual reporting will be done at the end of each fiscal year

**Describe the evaluation tool that you will utilize to measure progress and ensure accountability.**

Annual assessment of goals via group assessment process by full staff; assessment of results of tracking system

**GOAL #2 and GOAL #3** (D: Diversity): Increase the representation of diverse students, faculty, staff, and community partners at all levels of the university; (A: Achievement): Facilitate access to achievement, success, and recognition for under-represented students, faculty, staff, and alumni.

**Strategy 1 – Increase support available at the Ombuds Program for visitors with diversity-related concerns**

Tactics	Target Measures	Resources to be used for this tactic	Name/title of lead personnel	Timeline
1.1 Coordinate with campus resources to ensure the Ombuds Program is providing accurate and comprehensive information to visitors about campus services available	Create and maintain office list of campus resources	Assign task of creating and maintaining this information	Jenn Hudson, assistant ombuds	Create this resource by end of FY18; maintain by annual updates to list completed by interns
1.2 Ensure the competency of all program staff in working on concerns related to diversity and inclusion	Completion of yearly professional development on inclusion- and diversity-related topics	A portion of the existing professional development budget will be designated for training related to diversity and inclusion	Brett Harris, University Ombuds / program director	Yearly; to be implemented beginning FY18
<b>Describe the evaluation tool that you will utilize to measure progress and ensure accountability.</b>				
Annual assessment of goals via group assessment process by full staff; assessment of results of tracking system				

**Strategy 2 – Ensure that diversity is a stated priority with a measurable impact in the ombuds program's work environment and offered services**

Tactics	Target Measures	Resources to be used for this tactic	Name/title of lead personnel	Timeline
2.1 Ensure that the program consists of a diverse workforce as much as possible	Hiring processes to reflect this tactic; Quantify results through annual employment demographic data	Necessary resources are already available; will use our employment data to assess	Brett Harris, university ombuds / program director	Ongoing; tactic to be imbedded into hiring processes fall 2017; assessment beginning end of FY18
2.2 Promote the values of diversity and inclusion within the office	Articulate the values of inclusiveness in policies and procedures, include this	Necessary resources are already available; will build	Brett Harris, university ombuds /	Ongoing; tactic to be imbedded into p&p, onboarding, and

Tactics	Target Measures	Resources to be used for this tactic	Name/title of lead personnel	Timeline
	topic in onboarding, and include this topic in teambuilding	upon our current policies, procedures, and processes	program director	teambuilding processes fall 2017
<b>Describe the evaluation tool that you will utilize to measure progress and ensure accountability.</b>				
Annual assessment of goals via group assessment process by full staff; assessment of results of tracking system				

**GOAL #4** (L: Leadership): Leadership will prioritize and incorporate diversity, equity, and inclusion in plans and actions.

**Strategy 1** – Leadership will integrate DAP goals into office operations, budgeting and work assignment decisions

Tactics	Target Measures	Resources to be used for this tactic	Name and title of lead personnel	Timeline
1.1 Leadership will address DAP goals at monthly office meetings under “continuing goals” topic	DAP goals will become recurring part of office meeting agendas so that goal-setting, task assignment, and outcomes are planned and assessed on an ongoing basis	Resources already available; will integrate DAP goals into current agendas/processes	Brett Harris, university ombuds / program director	Ongoing; tactic to be imbedded into meeting agendas beginning fall 2017
1.2 Leadership will consider resources needed to reach DAP goals in annual budgeting	Budget will reflect funds allocated toward ‘DAP Goals’	Resources already available	Brett Harris, university ombuds / program director	To be incorporated into FY18 budget and assessed at the end of each fiscal year
1.3 Leadership will allocate appropriate time resources to achieve DAP goals	Job tasks assigned at monthly staff meetings will reflect allocation of time toward meeting DAP goals	Resources already available	Brett Harris, university ombuds / program director	Ongoing; tactic to begin in Oct 2017 staff meetings

**Describe the evaluation tool that you will utilize to measure progress and ensure accountability.**

Annual assessment of goals via group assessment process by full staff