

# **Information Technology Services Diversity Report 2007-2008**

**April 7, 2008**

## **I. Diversity Mission/Vision Statement**

Information Technology (IT) Services is fully committed to supporting the diversity goals of Iowa State University. A diverse and supportive workplace not only fosters good employee relationships, it also promotes individual growth and understanding that is vital to creating both a dynamic workforce and an institution that is able to respond to the challenges of a changing educational environment.

As a service organization, we have daily interactions with a wide variety of faculty, staff, and students and we strive to treat them all equally and provide quality service that meets their needs. We understand that as a public institution, Iowa State University has both a legal and an ethical requirement to serve the public in a non-discriminatory manner that exemplifies our commitment to promoting a just environment.

We support the educational goals of the university by providing teaching and learning accommodations to faculty, staff, and students while promoting awareness of disability issues to IT Services staff and the wider university community

Even as a relatively new department, IT Services has already made important strides in the area of diversity. For example, all IT Services employees have completed the Discrimination and Harassment Training course facilitated by Iowa State University's Human Resource Services Office. In addition, we have established a permanent IT Services Diversity Committee, whose job it will be to monitor and report on departmental diversity activities and provide suggestions for efforts that will promote, increase, and improve our performance in this area.

## **II. Response to Diversity Statistics**

IT Services has a full-time staff of 215 employees, consisting of Professional and Scientific, Merit, and tenured Faculty members. The gender and ethnicity of the staff is as follows:

Type Of Appointment	Total		Female		Male		Underrepresented Minorities	
	FY2008	FY2007	FY2008	FY2007	FY2008	FY2007	FY2008	FY2007
Faculty	2	2	0	0	2	2	0	0
Merit	45	45	22	22	23	23	1	1
P&S (14,13,12,11,10)	43	45	11	11	32	34	6	4
P&S (17,16,15)	118	109	34	32	84	77	7	5
P&S (20,19,18)	7	7	2	2	5	5	0	0
Totals	215	208	69	67	146	141	14	10

During the past year, IT Services had seven employees resign and 14 employees were hired for a net increase of seven new staff members. In the hiring process, significant progress was made in minority recruitment. Of the 14 new employees, four of them are from underrepresented minorities.

Traditionally, women have held leadership positions in Information Technology at Iowa State University, and that is well represented in IT Services. Four of the six area directors are women (providing leadership to 85% of the IT Services staff), and women also hold many significant managerial and supervisory positions.

### III. Diversity Efforts

The diversity efforts of IT Services fall into two primary areas: recruiting and retaining a well-qualified workforce that represents a broad cross-section of candidates, and making sure that the department fully supports faculty, staff, and students by providing services to meet their needs. This includes not only respecting and supporting different racial and ethnic views, but also assisting in providing accommodations for students and staff with special needs.

#### *Recruiting Efforts*

During the past year, we have continued to recruit new employees at a variety of local and regional job fairs:

- ISU Business/LAS Career Fair
- Regents Career Fair with ISU Human Resource Services
- IT Career Fair in Howe Hall
- Dice's Des Moines IT Career Fair
- IT Services own student job fair held in February and August
- Online job boards such as desmoineshelpwanted.com, dice.com, careerbuilder.com, and smartcareermoves.com

IT Services also participates with other HR liaisons working with ISU Marketing to enhance ISU employment efforts. In addition to these outreach activities, extensive efforts are made to advertise leadership and senior level positions in venues that might

attract a diverse pool of candidates. Further, efforts are made to ensure that student employees are also representative of racially and ethnically diverse groups.

### *Accessibility Efforts*

Because we are a service department, we have daily interactions with a wide variety of people from all parts of the Iowa State University community, some of whom have special technology needs for learning and teaching, and IT Services provides significant support in meeting those needs. Below are a few highlights of our efforts in this area.

- Websites are developed and maintained by IT Services in a manner consistent with Section 508 of the Americans with Disabilities Act.
- Several areas within IT Services maintain a close working relationship with the Student Disability Resources Office (SDR).
- Short-term checkout of laptop computers containing assistive technology software, as well as training and troubleshooting, are on request from SDR.
- Fifteen closed-caption decoding units are available for temporary installation in campus classrooms.
- Closed captioning transmitters and decoders are installed in all new and remodeled classrooms and large facilities.
- Demonstrations of assistive technology are provided as part of National Disability Employment Awareness Month, as well as at other times of the year.
- Assistive technology is provided in computer labs across campus. This includes not only IT Services labs, but also the Parks Library and the Athletic Success Center

### *Other Diversity Efforts*

In addition to the efforts listed above, IT Services also supports activities that, while they may be less immediately quantifiable, do contribute to the overall positive diversity environment.

Departmental communications are one example. Visual communication materials produced by the department feature faculty, staff, and students of various races and ethnicities, and articles in our weekly departmental electronic newsletter highlight activities and opportunities for staff involvement. The United Way, National Special Olympics, and other service groups have benefited from the involvement of IT Services employees.

IT Services also maintains a set of fifty “lender” cellular telephones that are used by many groups, including international students and scholars.

A recent episode of our “Talk About IT” video series, which is posted on our website, deals with issues of web accessibility and why it is important.

Several IT Services staff members are active participants in online discussion groups dealing with assistive technology, not only sharing their knowledge, but also learning from the experiences of others.

#### **IV. Best Practices/Final comments**

IT Services is continuing to lay the groundwork for departmental initiatives that will further our efforts and continue our support of the diversity goals of Iowa State University.

Our support of assistive technology for teaching and learning has been of particular importance and our work with the Disability Student Resource Office has directly benefited many students who might have otherwise been handicapped in their educational pursuits.

Our staff and clients alike have benefited from increased awareness of diversity issues and we will continue to communicate opportunities for employees to become involved in activities that promote greater cross-cultural understanding.

During the past year we have not only met our goal of having one-hundred percent of IT Services employees receive discrimination and harassment training, but we have also established a permanent diversity committee whose job it will be to both monitor and document departmental activities and make recommendations about future endeavors in this area.

Respectfully submitted by the IT Services Diversity Committee:

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