

Office for Equal Opportunity Annual Report, 2008-09

The vice provost for equal opportunity and equity directs the activities of the **Office for Equal Opportunity** (OEO). OEO monitors NC State University's compliance with federal and state nondiscrimination laws, develops and implements the university equal opportunity and affirmative action plans, and provides education and training to the campus community. The Office for Equal Opportunity interacts with outside agencies (Office for Civil Rights, UNC-GA, Equal Employment Opportunity Commission, Office of Federal Contract Compliance Programs, and Office of State Personnel) in matters relating to equal opportunity and affirmative action. The **Disability Services Office** (DSO) is a unit within the Office for Equal Opportunity.

A commitment to equal opportunity dictates that the university focuses its efforts on ensuring that all members of its community enjoy fair competition for jobs, a quality education and equal access to the university's resources. Equal opportunity and affirmative action activities foster diversity and increase the satisfaction of faculty, staff, and students at NC State University. The Office for Equal Opportunity, in conjunction with efforts by units such as Human Resources, Diversity & Inclusion and Student Affairs, is a key unit in helping to achieve the university goal of creating a campus environment where a culture of inclusiveness and diversity of people and programs dominates. Effectively managing a diverse work force ensures that under-represented groups (people of color and women) who were recruited through affirmative action are retained, thus saving the university additional recruitment and training costs. A continuing focus will be collaboration with the Office of Diversity and Inclusion to provide leadership for diversity initiatives.

The **Office for Equal Opportunity** staff consists of:

- Vice Provost for Equal Opportunity & Equity (SAAO, Tier II; 1.0 FTE)
- Assistant Vice Provost & Director of Harassment Prevention & Equity Programs (SAAO, Tier II; 1.0 FTE)
- Assistant Vice Provost & Director of Employment Programs (SAAO, Tier II; 1.0 FTE)
- Coordinator of Outreach and Education (EPA; 0.75 FTE)
- Executive Assistant (SPA; 1.0 FTE)
- Instructional Technologist (EPA; 0.5 FTE)
- EO/AA Assistant (EPA; 0.75 FTE)

The **Disability Services Office (DSO)** staff consists of:

- Associate Vice Provost & DSO Director (SAAO, Tier II; 1.0 FTE)
- Associate DSO Director (EPA; 1.0 FTE)

- Assistant DSO Director (EPA; 1.0 FTE)
- Assistant DSO Director & Coordinator of Assistive Technology (EPA; 1.0 FTE)
- Assistant DSO Director & Coordinator of Testing Accommodations (EPA; 1.0 FTE)
- Executive Assistant (SPA; 1.0 FTE)
- Administrative Support Associate (SPA; 1.0 FTE)

Following is the 2008-09 annual report of the Office for Equal Opportunity containing information related to specific areas of responsibility within the Office for Equal Opportunity and listing those activities that have had the greatest impact. This report is intended to document program highlights and major new accomplishments, and is not inclusive of all OEO activities over the course of the past year.

Complaint Processing

In 2008-2009, the Office for Equal Opportunity responded to 52 complaints of discrimination, harassment, or retaliation. Of the 52 complaints, 12 contained allegations of discrimination, 33 contained allegations of harassment, and 3 contained allegations of retaliation (there were three complainants who alleged more than one category).

Of the discrimination complaints, individuals complained most frequently on the basis of disability (4) and race (3). Within the harassment category, complaints based on sex (18) outnumbered the next highest categories, race (6) and disability (6), three to one.

A majority of the complaints were resolved informally; 10 complaints were pursued through the formal resolution process.

Disability Services

DSO Responsibilities

➤ *On Behalf of Students and their Faculty*

- Hired 8 scribes
- Hired 1 academic assistant
- Hired 12 proctors
- Contracted with 13 interpreters
- Contracted with 2 CART providers
- Recruited 2 volunteer note-takers
- Sent 71 “early” notifications for 28 students to college deans/dept heads due to extensive accommodation needs which could impact the college/dept. financially
- Administered 2076 tests/quizzes to students on behalf of faculty
- Administered 817 final exams to students on behalf of faculty:
 - 261 different students tested during fall 08 for 354 different professors
 - 213 different students tested during spring 09 for 289 different professors
- Sent 2837 letters of accommodations/services for 766 different students

- Reviewed documentation for 410 different students
 - Provided assistive technology equipment/consultation to 112 different students.
 - Converted 68 textbooks into alternate formats
 - Facilitated the procurement of 48 textbooks from Recording for the Blind and Dyslexic (RFB&D) by NC State Bookstores.
 - Provided off-campus AT support to 1 student participating in an internship
 - Provided AT and/or alternate format for 278 exams
- ***On Behalf of Employees and their Supervisors***
- Provided disability eligibility information for 13 employees/supervisors
 - Processed 6 employee applications
 - Determined disability eligibility for 2 employees and notified them of the decision within an average of 2.38 days of receipt of complete documentation
 - Provided assistive technology (AT) and/or consultation to _____ employees/supervisors resulting in the deployment of 4 AT devices/software for use in the workplace
 - Provided instructional equipment to 1 faculty member
- ***On Behalf of the On- and Off-campus Communities***
- Established a blog on the NC State Libraries web site concerning Assistive Technology.
 - Established a Twitter account for persons interested in communicating and staying connected to DSO
- ***Advice Provided to Other Disability Services Offices and Community Groups***
 UNC-Wilmington; UNC-Charlotte; University of Georgia; University of Virginia; Georgia Southwestern State University; University of Connecticut; NC Central University; Gardner Webb University; VI Teachers for Mecklenburg County Schools (Virginia); NC AT Program; Raleigh Lion’s Club; Clifton School System (Texas).

Title IX Compliance

OEO coordinated the U.S. Department of Energy’s Title IX compliance review of NC State’s Department of Electrical & Computer Engineering (ECE) during 2008-09. The U.S. Department of Education’s Office of Civil Rights (OCR) conducted the Title IX review for DOE. OEO worked with NC State’s Office of Legal Affairs, the College of Engineering and ECE, Undergraduate Admissions, the Graduate School, the Office of Student Conduct, and HR Employee Relations in coordinating the review. OEO was responsible for assembling the information outlined in the data request and handling logistics for the March 2009 on-campus visit by OCR, including scheduling over 100 interviews of NC State faculty, staff, students, and administrators with 12 OCR investigators. During the exit interview meeting, the OCR team provided OEO with preliminary observations regarding improvements needed, as well as “promising practices” already in existence at NC State, to ensure Title IX compliance at the university. The OCR team requested that a plan be developed within sixty days to address and correct the three areas identified for improvement.

While NC State has made great strides in preventing and addressing discrimination and harassment within its community, OEO learned how it can be more deliberate in its intentions to comply with and promote individual rights under Title IX. OEO has responded to initial findings identified by OCR investigators during the exit meeting at the conclusion of the on-campus visit. In May 2009, OEO drafted and forwarded to OCR its "Implementation Plan to Improve Title IX Compliance at NC State University." OEO has already begun implementing the suggestions offered by the OCR team. While NC State is under tight budget restrictions, the University exempted some of OEO's compliance-based activities. At the same time, there are activities OEO is deliberately waiting until September to implement because of few faculty and students are on campus during the summer, along with OEO's imminent office relocation in August. Promotional materials will have OEO's new address.

OEO still awaits OCR's final report as to the status of the Title IX compliance review of ECE.

Training Workshops/Presentations

Disability Compliance

The Disability Services Office received many invitations to present its work but only accepted 43 of them. These 43 presentations resulted in DSO presenting information to approximately 14,000 people. Trainings were designed to increase the awareness of the work of the DSO and the University's obligation to students, faculty, staff, and visitors with disabilities.

Orientations

New Student Orientation, Distance Education Orientation, Non-Degree/LLE Student Orientation, Transfer Student Orientation

Open Houses

University Open House, DSO Assistive Technology Open House

Presentations

NC State University Academic & Administrative Units including faculty, staff, and students
Cates Crawl; Live with NC State! Webcast; First Year College – Campus Resources Fair; First Transit (Wolfline drivers); EOI: The ADA; Advisers Institute; HR Academy: The ADA; Student Senate's University Affairs Committee; academic courses (ECD 543); Academic Support for Student Athletes.

Community and other groups

ADHD Parent Support Group; Claflin University Webinar: Universal Design for Education; Veterans' Brain Trust Roundtable Panel Discussion – Congressional Black Caucus; U.S. Department of Education's Office for Civil Rights.

Programs hosted by DSO

DSO occasion for University Housing and members of the Disability Compliance Advisory Team; Teletraining: Congressional Reset of the ADA: How will the ADA Amendments affect you

policy and practice?; Webinar: Improving Veterans' Services; Webinar: Psychological Needs of Returning Veterans.

Equal Employment Opportunity/Affirmative Action Compliance

The University's *Equal Opportunity Plan* was revised and submitted to the Office of State Personnel (OSP) in February 2009. OSP approved NC State's *Equal Opportunity Plan* in June 2009.

As a part of the *HR Academy*, OEO staff conducted two 3-hour interactive presentations on the federal and state laws governing equal employment opportunity and affirmative action in the workplace. The workshop is designed to provide both new and experienced supervisors and managers and other University employees who have supervisory responsibilities with an understanding of equal opportunity laws and university policies that ensure nondiscrimination in the workplace.

Four similar 3-hour workshops were provided to participants enrolled in the OEO's award-winning signature program, the *Equal Opportunity Institute*. The institute is designed to provide university students and employees a means for developing a comprehensive understanding of equal opportunity issues.

Equal Employment Opportunity Institute (EEOI)

NC General Statute 126.16.1 mandates that all newly appointed managers and supervisors at each State agency and university attend the Equal Employment Opportunity Institute (EEOI) within one year of their initial appointment. EEOI is a day and a half long training program designed to help managers and supervisors understand federal and state employment discrimination laws and how they impact day-to-day managerial decisions. The program is sponsored by the NC Office of State Personnel (OSP) and is designed to promote and achieve equal employment opportunity and diversity in all aspects of state employment. The skills taught in the EEOI enable state government managers and supervisors to address complex diversity issues in a legally compliant manner.

Because less than 10% of the managers and supervisors at NC State have completed the requirement to attend the Institute, OEO and HR representatives met with OSP staff to discuss training and certifying a cadre of NCSU employees as EEOI Adjunct Trainers in order to offer the training on campus. In December 2008, six NCSU employees (four assigned to OEO) attended a two-day certification training program conducted by OSP personnel. As a part of the certification process, these employees were required to take and pass a certification exam as well as co-facilitate an EEOI training session with an OSP lead trainer. As a result of these efforts, over 100 managers/supervisors assigned to Facilities Operations have been exposed to the training. Pending a formal Memorandum of Agreement with OSP, it is anticipated that OEO will begin offering training sessions on campus sometime in late August 2009. At that time, announcements concerning EEOI will be posted on the OEO website.

Harassment Prevention Outreach

Ninety-nine (99) live presentations on unlawful harassment prevention were presented to 6,555 participants during 2008-09.

Student Orientations

New Student Orientation proved to be an excellent venue for educating approximately 5,435 incoming first year and transfer students. The Office of International Services (OIS) again included harassment prevention in its new student orientations; a total of approximately 600 international students attended the fall and spring orientations. The Graduate School did not include harassment prevention in its New Graduate Student Orientation this past fall, but the Graduate School did distribute a flyer to every student at the orientation notifying students of NC State's harassment-related policies and encouraging the students to participate in the online training module.

New Employee Orientation

Eight hundred and twenty-four (824) new employees attended unlawful workplace harassment training during orientation at a program entitled "Discrimination and Harassment Prevention and Response."

Open Enrollment and HR Academy

Training sessions on unlawful workplace harassment were provided through Open Enrollment and HR Academy (a Human Resources program replacing the former Supervisory Series); the programs were entitled "Discrimination and Harassment Prevention and Response." Twenty-nine (29) employees were trained in unlawful workplace harassment as part of HR Academy, and 35 additional participants completed a training session through Open Enrollment.

Presentations to NC State University Academic & Administrative Units (including faculty, staff, and students)

Although the presentations to the campus community were not as exhaustive as they had been the previous year (when all of NC State departments were working to comply with the then-new Discrimination and Harassment Prevention and Response Training Regulation), many departments still requested training, including: Campus Police, Cooperative Extension, and Facilities Operations. In addition, OEO attempted to increase its efforts in promoting the training with student groups, and conducted training for the Tutoring Center, Orientation Counselors, Resident Advisors, ROTC first year students, leaders in the Greek Life community, and Sexual Assault Peer Educators.

Online Unlawful Harassment Training Module

This year, 1,095 participants completed the Discrimination and Harassment Prevention and Response online training module (calculated from May 1, 2008 through April 30, 2009).

Search Committee Orientations

Search committees play a critical advisory role in the identification, recruitment, and screening of candidates, especially in faculty searches. While such committees are appointed in accordance with departmental or unit procedures, the search committees all have the common goal of filling open positions with individuals who will advance the University's mission. Accordingly, OEO developed several resources/materials to assist search committees with conducting effective searches and enhancing their efforts at recruiting women and underrepresented minorities to fill faculty, professional and administrative positions.

During 2008-09, representatives from OEO conducted orientation/training sessions for 30 search committees. These orientation sessions entailed a 30-45 minute PowerPoint presentation and discussion highlighting the current “best practices” for conducting an effective search. OEO provided its resource booklet, *Guidelines to Recruiting a Diverse Workforce*, to all participants of search committee orientations at the university. The booklet was revised this year and includes new information on unconscious bias.

Because search committee training is not mandatory, OEO utilizes various materials to reach and educate faculty search committees, including a self-directed online training module and an instructional videotape. OEO’s new resource, an instructional video on best practices in hiring, was completed this year and posted on the office website.

Records indicate that OEO’s self-directed online search committee training module was viewed more than ninety-one times.

Programs

Equal Op Newsletter

OEO published four issues of the *Equal Op* newsletter that were distributed to over 400 faculty, staff and students in August, November, February, and May. Newsletters contained information on OEO programs, staff, and current events as well as guest articles from participants in OEO programs. The newsletter may be found at: http://www.ncsu.edu/equal_op/news/equal_op/.

Equal Opportunity Institute

In 2008-09, there were 41 participants and 32 graduates of the Equal Opportunity Institute. The total number of EOI graduates since the program began in 1999 is 256.

The EOI graduation celebration was a great success again this year. Ms. Bobbi Wardlaw-Brown, Human Resources Partner from the NC Office of State Personnel, provided the keynote address. In addition, Michael Brumby, an EOI graduate from the class of 2008, shared reflections.

The EOI Advisory Team provided feedback for moving EOI forward. Recommendations from the advisory group included updating the EOI brochure and web site.

National Coalition Building Institute (NCBI)

In 2008-09, the NC State University National Coalition Building Institute team facilitated 21 workshops/events for 725 participants, including open enrollment sessions, PMS 100 classes and special sessions requested by departments on campus.

The NC State NCBI team hosted the NCBI Carolina Coalition Train the Trainer (TTT), September 26-28, 2008. Thirteen new NC State team members were trained at this TTT. The NC State NCBI team has 32 active team members.

The NC State NCBI team continued implementation of its CREED (NCBI Community Response: Educate, Empower, and Develop) model through facilitating Listening Tables for ODI and a Town Hall Meeting for Student Government after the Free Expression Tunnel Incident in November. The team also facilitated a Controversial Issues session for the College of Education to help instructors be prepared to deal with difficult conversations that take place in classes after incidents occur on campus.

The NC State NCBI team restructured its leadership by adding clear responsibilities to the assistant affiliate director and creating a secretary position. Valerie Ball, assistant director and Joy Tongstri, secretary assumed these roles and have been a great asset to the team. Two new members, TJ Willis and Niambi Hall-Campbell, were added to the NCBI leadership team. Peter Cowen and Allen Cannedy stepped down from this group. The leadership group continued to provide excellent direction for the NCBI team.

The team continued its three to six month assessment of workshop participants and received a 30% increase in response. The team also created data maps indicating departments with team member involvement, participant involvement and a summary of evaluation feedback.

This year's annual planning meeting and development was a joint effort with North Carolina Central University and held on Thursday, May 28, 2009 in Durham, NC. The theme for the meeting was "Personal Empowerment: Developing and Understanding Yourself and Your Identities Leads to Team Growth." The meeting included sessions on anti-racism (dominance), personal empowerment and empowering feedback.

Study Circles on Race & Race Relations

In 2008-09, OEO held a total of 3 study circles (fall, winter and spring) with a total of 14 graduates; a session of Study Circles II with 7 participants was offered in June 2009.

OEO's coordinator of outreach and education trained four new facilitators in January 2009. This training session also included development activities for returning facilitators focusing on facilitation challenges and the impact of differences on dialogue. The fall 2008 development activity focused on facilitation skills.

OEO also conducted two sessions of *All Circles Meetings*. The fall meeting held on November 25, 2008 involved a discussion on "Race and the Election" with 11 participants. The topic for the spring meeting, held on April 16, 2009, was "Tim Wise: On White Privilege." Beverly Williams and Bill Swallow facilitated this session for 19 participants.

Moving from Dialogue to Action (MDAP)

Moving from Dialogue to Action is a two-year Z. Smith Reynolds Foundation funded program that serves students, faculty and staff from the Raleigh Colleges, will facilitate personal and collective engagement through communitywide dialogue around issues of race, racism, and race relations by providing opportunities for participants to listen, to discuss, and to act. Each Study Circle session includes ten participants and two trained facilitators. The target population includes students, faculty and staff (20 faculty, 20 staff and 60 students) who are affiliated with the five Raleigh Colleges: Meredith College, North Carolina State University, Peace College,

Saint Augustine's College and Shaw University. These structured dialogues begin with each participant's personal story and end with each person's action plan for change. Twenty sessions are projected to serve 200 participants. After completing the Study Circles structured sessions, participants will plan how they can address social justice issues on their respective campuses and the wider communities. The program will convene a symposium wherein participants share their experiences including their action plans, accomplishments, and challenges. It is expected that each campus (Meredith, Peace, Shaw, and St. Augustine's) will create and/or strengthen and support its own campus Study Circles with assistance from NC State.

This is the first grant of this size for OEO. OEO coordinates a city-wide MDAP Advisory Group that includes two representatives from each of the Raleigh campuses. MDAP facilitators also represent the broader Wake County community.

Assessment of Programs & Services

The OEO Assessment Plan was updated this year and can be found on the OEO website at http://www.ncsu.edu/equal_op/pubs.html.

DSO sought feedback, by way of paper and online surveys, from **students** who use its services to assist the office in evaluating its performance in providing reasonable accommodations to students with disabilities.

Ratings: 1-very dissatisfied – 5- very satisfied

Survey Questions and Ratings:

How satisfied are you with the DSO application process? ***Average rating: 4.42***

How satisfied are you with the DSO process of requesting accommodations/services each semester? ***Average rating: 4.26***

How satisfied are you with the attitude and helpfulness of the DSO front office staff? ***Average rating: 4.76***

How satisfied are you with the attitude, helpfulness, and professionalism of the DSO service providers and director? ***Average rating: 4.76***

How satisfied are you with being able to obtain a timely appointment with your service provider? ***Average rating: 4.73***

How satisfied are you with the alternate format produced by DSO? ***Average rating: 4.59***

How satisfied are you with the assistive technology available to you through DSO? ***Average rating: 4.65***

How satisfied are you with the academic assistant(s) provided to you by DSO?

Average rating: 4.70

How satisfied are you with the testing accommodations/services provided to you by DSO?

Average rating: 4.65

The overall findings were that students range from being somewhat satisfied to very satisfied with the services and accommodations provided by DSO. *Average rating: 4.61*

Access and Barriers for Persons with Disabilities Survey (ABPDS)

In April 2009, the office surveyed NC State's executive officers, deans, academic department heads and vice provosts in order to ascertain the extent to which the University was fulfilling its commitment to persons with disabilities under the provisions of the Rehabilitation Act and the Americans with Disabilities Act . The survey, *Access and Barriers for Persons with Disabilities Survey*, was designed to identify policies, procedures and practices that could, in effect, limit persons with disabilities from full access to University programs, services and activities. The survey also sought to identify best practices in providing programmatic access for persons with disabilities.

A report detailing the survey's key findings and resulting recommendations will be completed and posted on the OEO website.

Progress on Major Initiatives from OEO Compact Plan

Additional Space for Disability Services Office

After a November 2008 review of the Executive Summary submitted by Capital Project Management describing the issues and constraints for space allocation that had arisen during the planning process for the Student Health Center project, the University Space Committee determined that, in order to plan for the long-range best interests of the building, DSO should be located on the second floor, receiving about the same amount of square feet that it occupies today

In May of 2009, DSO was informed by the Project Manager that the noise and vibration from the utility work that needs to be done will interfere with the provision of testing accommodations and other compliance related activities. DSO was given the following two options:

1. Move within the building to a space in the Medical Clinic which may involve moving twice as renovations occur and then again into the addition when it is complete.
2. Move out of the building during the construction period to the only space available which is in Harrelson Hall on the third floor.

Although less square footage, OEO/DSO suggested that the space formerly used by the Center for Excellence in Curricular Engagement in the FYC be considered as possible swing space since relocation within the Medical Clinic is not conducive to DSO's mission and there is no guarantee that noise/vibration will not be a factor there as well. Relocation to Harrelson Hall is also not conducive to DSO's mission since in the 2003 Harrelson Hall Renovation and Replacement

Study, the building was found to have several code deficiencies with the ADA as well as the presence of asbestos and lead paint.

Comprehensive Marketing/Publicity Plan

OEO worked with Dr. James Tondo's Communication 476 students during the 2008-09 academic year. Senior students in the course developed a marketing/publicity plan for the office and presented it during their final examination in December 2008.

The COM 476 Banding Project is the basis for the development and implementation of a comprehensive OEO publicity/marketing plan, along with its implementation. The goals for this project were 1) increase enrollment, 2) increase awareness, 3) increase funding for the OEO. A group of six senior public relations majors selected OEO's project and began work. After conferring with the students to confirm the assignment, OEO staff presented an in-class overview of its role and responsibilities. Several meetings followed to fine tune the project. OEO's instructional technologist developed and maintained a blog wherein ideas and comments could be easily shared. To determine awareness, especially among students, the group conducted a campus survey. They also reviewed all of the marketing, public relations, office materials along with our website and our office reports. Upon completion of their investigation and analysis, they prepared a written report along with a CD that included images and sample letters. OEO staff was also present during the students' in-class final exam presentation of their marketing plan for OEO. Many of the suggestions from the marketing plan will be implemented, especially the idea of engaging senior Communication major interns to assist with execution of plans.

Discrimination and Harassment Prevention and Response Training

The DHPR Training regulation was implemented in June 2007 and has continued on an ongoing basis. Over the past several months, OEO has been working with Human Resources' Training and Organizational Development division to implement the e-Learning Module of PeopleSoft. E-learning will efficiently assist in tracking DHPR training compliance and making training records available to employees. OEO has also prepared and provided the historical DHPR training data to the e-Learning team to ensure accurate reporting of employees' DHPR training compliance.

OEO is currently undergoing efforts to require all students to complete the DHPR online training module during their first year as enrolled students at NC State. Currently, OEO reaches students at orientation programs, but requiring participation in the online training module would 1) Remind students about the resource available in OEO after orientation, and 2) Deepen students' understanding of discrimination and harassment.

Discrimination and Harassment Prevention and Awareness Video Training Library

OEO is maintaining its video library, although students and employees do not frequently take advantage of the resource. OEO currently advertises the existence of its training library during live DHPR presentations, and OEO plans to strengthen the advertising of the library as part of its branding redevelopment.

After success with the student-created video in 2007-2008, OEO considered pursuing another student-created video (a video appropriate for the large audiences present during New Student

Orientation). This project was not pursued in 2008-09 due to staff reductions, budget restrictions, and the new New Student Orientation format.

Enhanced Faculty Availability Data

OEO utilized *The Survey of Earned Doctorates (SED)* data in the preparation of the 2009 EEO Plan update. Utilization of the *SED* data affords greater accuracy in developing hiring goals for colleges' faculty positions.

Establishment of an EO Analyst Position

No action was taken during the past year due to continuing budgetary restraints.

Increase in OEO Operating Budget

The Provost provided a permanent \$25,000 allocation to OEO's operating budget in FY 2007-08 and committed an additional permanent allocation of \$25,000 in FY 2009-10. With the current budget crisis, OEO may not receive the \$25,000 promised for FY 2009-10. In addition, OEO made permanent reductions in its operating budget in 2008-09 and for 2009-10 to meet budget reduction planning targets set by NC State's administration.

Institutionalize NCBI

The NCBI Team met with the Staff Senate Diversity Team to introduce the NCBI model. The session was received favorably and the NCBI Team will present a session at the 2009-10 Staff Senate Annual Retreat. The NCBI Team has requested to be included on the agenda of the Executive Officers Meeting to provide updates regarding the work of the campus team. .

Institutionalize Study Circles

Due to permanent budget reductions, OEO will discontinue offering Study Circles on Race and Race Relations. OEO will continue to offer the Moving from Dialogue to Action Program (MDAP) funded by a two-year grant from the Z. Smith Reynolds Foundation. MDAP is based on the Study Circles model and includes workshops offered at all five cooperating Raleigh colleges. Janet Howard is coordinating the MDAP for OEO.

Organizational-level Discrimination/Harassment Assessment

The Office for Equal Opportunity considered pursuing a two-part assessment to explore the experience and perceptions of discrimination and harassment within the NC State community. The first aspect of the assessment would involve understanding the social structures of the campus, including roles, status, and position. The second aspect of the assessment would involve an anonymous attitude survey in order to investigate campus community members' understanding of discrimination and harassment, one's direct experience and perception of these behaviors on campus, and one's knowledge of resources available on campus.

Prior to her resignation, Gillian Norton began the literature review phase of this initiative. Due to Norton's absence, the priority of the initiative relative to OEO's other responsibilities, and the availability of similar resources (for instance, the 2008 Staff Well-Being Survey conducted by University Planning and Analysis, and NC State Graduate Student Paris Kee's research on

“Understanding the Cross-Pollination of Discrimination on Your Campus”) within the NC State community, no further progress has been taken on this initiative during the past year.

Search Committee Orientation Resources

The University of North Carolina at Chapel Hill is currently reviewing a Technology Transfer agreement to purchase OEO’s search committee online training module. Creative Services completed its work on OEO’s search committee training video featuring four of NC State’s college deans and highlighting “best search practices.” This resource is available on the OEO website at http://www.ncsu.edu/equal_op/hiring/best_practices.html.

Policies, Regulations, and Rules

Proposed revisions to the following regulations are being vetted with campus groups:

- ***Hiring Procedures for EPA Personnel***
This regulation is being revised to include numerous changes in hiring practices that have occurred over the past five years. Draft is currently still in the vetting process.
- The Office for Equal Opportunity, in collaboration with the Office of Legal Affairs and HR-Employee Relations, made significant steps toward streamlining equal opportunity-related policies into one policy (proposed: Equal Opportunity and Non-Discrimination Policy incorporating discrimination, harassment, and retaliation, covering all ten of NC State’s protected classes), as well as simplifying the resolution and grievance procedures. OEO intends to bring the proposed revisions to the September 2009 Board of Trustees Meeting.

Advisory Committees for the Office for Equal Opportunity

Disability Compliance Advisory Team (DCAT)

The Disability Compliance Advisory Team held two meetings during 2008-09. During the October 31, 2008 meeting, Duane McClure of Training & Organizational Development facilitated a conversation with the team with the goal of developing a consensus statement on the type of environment that would best fit DSO’s needs and those served. During the March 13, 2009 meeting, Sumayya Jones-Humienny of Capital Project Management and Project Manager for the Student Health Center Addition along with Andre Johnson of BBH Design presented information regarding the relocation of the Disability Services Office from its present location on the first floor to the second floor of the new addition. Joanne Woodard, Vice Provost for Equal Opportunity presented information on the budget cuts OEO/DSO is facing in the next biennium. Also on the agenda was a look at the NC State University Access & Barriers for Persons with Disabilities Survey.

Equal Employment Opportunity Advisory Committee

The Equal Employment Opportunity Advisory Committee is a compliance requirement of the Office for State Personnel for state agencies and universities. The NC State Equal Employment Opportunity Advisory held a joint meeting with the university’s unit affirmative action officers

in September 2008 to discuss recruitment waiver requests, DHPR training for supervisors and managers, and to preview the completed search committee video. The committee met again in April 2009 for the purposes of installing new members. Agenda items included information on the RIF (reduction-in-force) process at NC State, a presentation on the 2009 Equal Opportunity Plan, and new efforts by OEO and HR to ensure compliance with the Equal Employment Opportunity Institute (EEOI) training requirement for all managers and supervisors at NC State. The committee will identify a “doable” project for 2009, possibly related to Title IX compliance.

Harassment Education/Outreach Advisory Group

The Office for Equal Opportunity chairs the Advisory Committee for Harassment Prevention. The advisory committee, comprised of 14 members representing diverse NC State units and departments, is active in expanding harassment prevention efforts throughout the campus community. Committee members advise the Office for Equal Opportunity on existing prevention efforts as well as generate ideas for future prevention programs.

Moving from Dialogue to Action Program (MDAP) Advisory Group

The working group of representatives from the Raleigh colleges and universities—NC State, Meredith, Peace, Saint Augustine’s and Shaw--serve to advise and assist OEO in the implementation of the Z. Smith Reynolds Foundation funded MDAP. This group of nine persons is an invaluable resource as campus participants discuss race, race relations and social justice issues.

Partnerships

OEO and DSO partnered with the following university administrative units, campus student organizations, and external partners to co-sponsor programming for NC State faculty, staff, and students:

- AHEAD Special Interest Group – Student Athletes with Disabilities
- Center for Student Leadership, Ethics & Public Service (CSLEPS)
- Department of Communication
- Diversity & Inclusion
- Diversity Partners
- Meredith College (*Moving From Dialogue to Action Program*)
- Human Resources-Employee Relations
- Human Resources-Training & Organizational Development
- NCBI Carolina Coalition
- New Student Orientation
- North Carolina Central University (NCBI development and training)
- Office of International Services
- Office of Information Technology (Assistive Technology)
- Office of State Personnel
- Office for Student Conduct
- Office of the University Architect
- Peace College (*Moving From Dialogue to Action Program*)
- St. Augustine’s College (*Moving From Dialogue to Action Program*)

- Shaw University (*Moving From Dialogue to Action Program*)
- Society for Human Resource Management/College of Management
- Student Government
- University Housing
- The NCSU Women's Center

Staff Activities

Recognitions

Dr. Cheryl Branker, associate vice provost and director of disability compliance programs, was recognized by the Student Diversity Advisory Council on April 15, 2009 with a diversity award for her commitment to access for student veterans with disabilities. Dr. Branker's article, "Deserving Design: A new generation of student veterans," is published in the Special Issue: Veterans with Disabilities in the *Journal of Postsecondary Education and Disability*, Vo. 22, No. 1: 2009, 59-66.

Committee Memberships (University Service)

- Advisory Committee for Harassment Prevention
- Advisory Council for the Enhancing of Student Success (ACCESS)
- Alliance for Sexual Assault Prevention
- Athletics Council
- Awards for Excellence Selection Committee
- BRIDGES Board
- Campus Culture Task Force
- Campus Planning & Design Subcommittee
- Classroom Environment Committee (CEC)
- Clickers Standards Task Force
- Disability Compliance Advisory Team (DCAT)
- Diversity Coordinating Committee (formerly the African American Coordinating Committee)
- Educational Technology Fee Committee (ETFC)
- Enterprise Learning Advisory Board
- Equal Employment Opportunity Advisory Committee
- Equal Opportunity Institute Advisory Committee
- *Everyone Welcome Here* Planning Committee
- Faculty Well-Being Advisory Committee
- Grievance Procedures for Faculty Task Force
- Group Insurance & Benefits Committee
- Human Resources Advisory Committee
- Military Veterans Working Group
- NCBI Campus Team and Leadership Team
- New Employee Orientation Committee
- New Student Orientation Committee/Community Issues Program Committee

- NCSU Web Developers Network
- Pack Promise Scholars
- Physical Environment Committee (PEC)
- Policy and Practice Subcommittee of ACCESS
- Provost's Advisory Council on the Status of Women
- Task Force on Staff Diversity
- University Diversity Advisory Committee

Staff Development & Professional Activities

- American Association for Affirmative Action Professional Development Training Institute course on Affirmative Action Plan Development (Chicago, IL)
- Association of Higher Education & Disabilities Conference – “*Multiple Intersections*”, (Reno, NV)
- AHEAD Drive In Conference (Greensboro, NC)
- Equal Employment Opportunity Institute (Raleigh, NC)
- Equal Employment Opportunity Institute Facilitator Training (Raleigh, NC)
- NCBI National Campus Conference (Atlanta, GA)
- NCBI Five-Day Institute on Facilitating Difficult Dialogues (Baltimore, MD)
- NC Department of Health and Human Services: “*Bringing Designers and Code Officials Up to Code on City, State, and Federal Accessibility Requirements*” (Raleigh, NC)
- Rehabilitation Engineering Assistive Technology Society of North America (RESNA): “*Accessing Higher Ground Conference*” (Washington, DC)
- Safety First Self-Defense Training (offered by NCSU Campus Police, Raleigh, NC)
- Study Circles Facilitator Training (offered by OEO, Raleigh, NC)
- Triangle Industry Liaison Group Technical Assistance Seminars (Raleigh, NC)
- Webinars:
 - ADA Amendments and Higher Education
 - The ADA Amendments of 2008
 - Best Practices in Harassment Prevention for Universities
 - Congressional Reset of the ADA: How will the ADA Amendments Affect your Policy and Practice
 - Do You Have a Racially Hostile Work Environment?
 - Fair Pay Act
 - From Nooses To Nazis - Do You Have A Racially Hostile Work Environment?
 - Improving Veteran Services
 - Latest Trends in EEO Law: How are they creating risk for your workplace?
 - Mandatory Harassment Training in California & Beyond
 - Washington's New Game Book for HR

Staffing Changes

Office for Equal Opportunity

- Gillian Norton, EO/AA assistant, resigned effective August 22, 2008.
- Janet Howard was hired as EO/AA assistant, effective October 1, 2008.

Disability Services Office

- Thomas Martin was hired as assistant director and coordinator of testing accommodations, effective June 2008.
- John Warner, alternate format specialist, resigned effective January 2009.

OEO Planning Workshop

OEO held its annual planning workshop on July 10-11, 2008 at the JC Raulston Arboretum in Raleigh, NC. Barry Olsen, assistant director in Housing Facilities and Tim Blair, a founding member of the Project Safe team presented the *Project Safe* workshop to OEO staff. Action items identified from the retreat included:

- (1) scheduling a visit to the new GLBT Center located in the Talley Student Center,
- (2) completing safety training provided by Campus Police,
- (3) working with the Communication 476 class on publicity and branding of OEO and its programs and services.

Recommendations and Concerns for the Future

Concerns/Needs

- With the possibility of further budget restrictions in the upcoming year, OEO needs financial resources available to ensure its compliance activities. Following an audit by the Office for Civil Rights (OCR), OEO proposed several methods to the OCR team to improve NC State's Title IX compliance – most items in OEO's implementation plan require funding for development of new promotional materials. In addition, OEO needs to continue to notify the NC State community about its equal opportunity-related policies, so financial resources are needed for advertisements in publications as well as printing and distributing copies of policies.
- For the past five years, OEO has expressed concern to UPA and HR regarding the quality of the data OEO receives for its compliance activities. OEO's affirmative action planning activities have been impacted by the data with which the office works. The HR J-CATS project is supposed to resolve the data problems previously identified by OEO.
- Additional resources needed for OEO/DSO:
Physical: OEO is scheduled to move to the renovated Winslow Hall in August 2009. While this physical office space is "adequate" in terms of size, OEO will continue to request dedicated training room space as well as additional alteration of its assigned Winslow Hall space to facilitate creating an office with a reception area. With all of the programming presented by OEO, OEO staff spends a significant amount of time and resources organizing meeting locations for programs and training sessions. If not located in Winslow Hall, a space near the OEO offices is needed for training programs to greatly reduce the travel and preparation time now required. Ideally the space would include a computer, projector, and space for at least 20 participants.

Fiscal: Increase in OEO's operating budget and discretionary funds. Hopefully, the \$25,000 allocation for OEO's operating budget in 2009-10, as identified in the compact planning process, will still occur. The ever-decreasing budget may put DSO in the precarious position of not being able to provide the necessary student accommodations in a timely manner. An allocation of discretionary funds is needed annually to support the programs sponsored by OEO and DSO.

- DSO works to lessen the problem of imbalance of access for persons with disabilities and believes that design is a philosophy, based on a system of values, which seeks to solve problems. DSO also believes there is a significant link between workspace design/location and organizational worthiness and thus advocates that it should be located in a physical space that reflects the office's values, directions, and aspirations for persons with disabilities. DSO moving to a less accessible space on the 2nd floor of the Student Health Center seems contradictory to its mission and is an unnecessary risk to take. There is a concern that this action may put the University in a position that cannot be easily defended.

Recommendations

- Continue cross-training efforts to develop *EO Generalist* skills and knowledge of OEO professional staff.
- Secure funding to hire new staff member who specializes in harassment prevention programming for students. NC State has exhibited its support of preventing and addressing harassment at the University in many ways, including both the passages of the training regulation and OEO's presence at all new student orientations. At the same time, students could benefit by harassment awareness and prevention programming after orientation. Hiring a new employee who specializes in harassment prevention programming for students could greatly enhance harassment awareness among our student population, thereby improving our compliance efforts.
- Review compliance measures with Civil Rights laws (following information gleaned from Title IX audit).
- Assign space to OEO in the renovated Winslow Hall that meets our programming and training needs. Ideally, the space (or training room) would include a computer, projector, and space for at least 20 participants.
- Revisit PR/marketing plan from OEO's branding efforts in conjunction with Dr. Tondo's Communication class. From that effort OEO received confirmation that redesign of the office website is a good idea, especially one that unifies OEO and DSO and appeals to a broader audience. This effort could help increase attendance in OEO programs.
- Create publicity materials that are not primarily logistics- and fact-based, such as OEO's existing websites and brochures, but instead materials that represent, with more strongly persuasive language and a marketing-oriented perspective, OEO's outreach initiatives, such as NCBI, EOI and MDAP. **A one-time glossy, multi-page "mini magazine"** could include profiles of participants, success stories, and excerpts from related news and research that

emphasize the importance of diversity training, tolerance, and discrimination and harassment prevention and resolution. The overall message/theme could be that the campus is at risk until everyone has been trained, to illustrate that these activities are not “extras” or “electives” but critical training for the entire campus. This publication could match and tie-in with OEO’s updated web design and be available online from OEO’s home page.