VISION
Create an inclusive community that fosters cultural understanding, respect and appreciation, among Division staff and students, and allows each person to grow and contribute to their full potential in pursuit of the Division’s mission.

MISSION
Our mission is to provide opportunities that:
• Educate staff and students on terminologies associated with diversity
• Promote and cultivate a positive understanding of global culture and heritage
• Provide educational opportunities for staff and students that empower them to acknowledge their personal values and actions
• Support the recruitment and retention of diverse and inclusive staff
• Encourage cultural celebrations

VALUES
Equality Fairness Respect
Inclusiveness Excellence Empowerment
Celebrations Service Integrity

“A spirit of harmony...”
Organizational Diversity and Development Model
A spirit of harmony can only survive if each of us remembers, when bitterness and self-interest seem to prevail, that we share a common destiny.

– BARBARA JORDAN

The Division of Housing and Food Service (DHFS) at The University of Texas at Austin supports and embraces an inclusive and nurturing workplace and residential community by:

• Creating caring and engaging environments for residents, staff, and visitors, and welcoming their ideas and contributions
• Promoting a positive understanding of the culture and heritage represented within our communities
• Recruiting, hiring, and retaining staff members who share our commitment to a diverse workplace
• Creating a work and living environment where harassing behavior and disparaging remarks are not tolerated
• Providing opportunities that enhance personal growth, awareness, and appreciation

Members of our workplace and residential communities are diverse in ability, age, ethnicity, gender, national origin, political affiliation, physical appearance, religion, sexual orientation, socio-economic status, and veteran status. Our inclusiveness reflects our belief that every individual deserves to be treated with dignity and respect.

Inclusion Matters

ABOUT THE COVER

The Barbara Jordan Statue is the first statue of a woman displayed on the UT Campus.

The Barbara Jordan statue was unveiled April 24, 2009.

“About the Cover”
The Hoelting Ten-Point Plan and Model for Organizational Diversity

The Hoelting Ten-Point Plan was developed 25 year ago by the Executive Director of Housing and Food Service, Dr. Floyd Hoelting. The plan keeps evolving and provides the foundation for the Housing and Food Service Organizational Diversity Program.

According to Dr. Hoelting, “An organization’s diversity mission needs to facilitate the understanding of cultural differences and to change mindsets, participants must discover and acknowledge their personal values and actions concerning cultural differences. Organizational diversity takes time, effort, and a commitment to stay with the struggle. There is never a finished product. Diversity is, and will always be, an ongoing and evolving process for each organization and each individual within the organization. The toughest part of diversity growth is that we will always be unsettled. Issues are not always clear. A diverse organization must learn to include all staff and ideas in the inner circle of conflict. Some staff members will have a need for harmony on issues, not realizing that conflict is necessary and will bring growth and change. It is okay to disagree! But the Ten-Point Plan allows staff to stay focused, and breaks down the magnitude of issues and problems. It also allows staff to not leave relationships with unresolved issues. Dr. Hoelting states, “A truly diverse organization must develop opportunities and relationships that foster an intimal sharing of self in diverse interactions and conflict. These relationships will be built on trust and allow individuals to share and take risks on many personal issues and conflicts with which they will be grappling. This intimate level is where the strongest growth will take place. Each of us must have a person(s) in our organization with whom we can share and risk whenever the need arises. These interactions allow us to deal with diversity from within rather than just from outside of us.”

The Hoelting Ten-Point Plan and Model for Organizational Diversity

1. START AT THE TOP WITH LEADERSHIP AND ADVOCACY
   a. Make sure all employees are familiar with the DHFS diversity plan
   b. Establish short and long-term goals annually
   c. Set expectations for the organization
   d. Seek additional diversity training to support mission efforts
   e. Support training of staff
   f. Recognize efforts of those who go above and beyond expectations
   g. Review assessment results and implement changes

2. CREATE A COMPREHENSIVE DEFINITION OF ORGANIZATIONAL DIVERSITY AND MULTICULTURALISM
   a. Provide a clear and inclusive definition of organizational diversity
   b. Educate staff on multiculturalism and include multicultural terms in publications, interviews, training

3. CREATE AND PUBLICIZE MISSION STATEMENT AND DIVERSITY PLAN
   a. Post diversity plans and goals
   b. Publicize organizational newsletters
   c. Highlight diversity accomplishments

The Ten Point Plan

1. START AT THE TOP WITH LEADERSHIP AND ADVOCACY
   For a successful diversity program to exist, leaders must model and champion behaviors they expect employees to demonstrate and advocate for the diversity initiatives within the organization.
   a. Make sure all employees are familiar with the DHFS diversity plan
   b. Establish short and long-term goals annually
   c. Set expectations for the organization
   d. Seek additional diversity training to support mission efforts
   e. Support training of staff
   f. Recognize efforts of those who go above and beyond expectations
   g. Review assessment results and implement changes

2. CREATE A COMPREHENSIVE DEFINITION OF ORGANIZATIONAL DIVERSITY AND MULTICULTURALISM
   a. Provide a clear and inclusive definition of organizational diversity
   b. Educate staff on multiculturalism and include multicultural terms in publications, interviews, training

3. CREATE AND PUBLICIZE MISSION STATEMENT AND DIVERSITY PLAN
   a. Post diversity plans and goals
   b. Publicize organizational newsletters
   c. Highlight diversity accomplishments

According to Dr. Hoelting, “An organization’s diversity mission must develop opportunities and relationships that foster an intimal sharing of self in diverse interactions and conflict. These relationships will be built on trust and allow individuals to share and take risks on many personal issues and conflicts with which they will be grappling. This intimate level is where the strongest growth will take place. Each of us must have a person(s) in our organization with whom we can share and risk whenever the need arises. These interactions allow us to deal with diversity from within rather than just from outside of us.”

The Hoelting Ten-Point Plan is a comprehensive model that includes leadership and advocacy, creating a comprehensive definition of organizational diversity and multiculturalism, and creating and publicizing mission statement and diversity plans. The model provides a framework for organizations to develop and maintain a diverse and inclusive culture.

The Ten Point Plan

1. START AT THE TOP WITH LEADERSHIP AND ADVOCACY
   For a successful diversity program to exist, leaders must model and champion behaviors they expect employees to demonstrate and advocate for the diversity initiatives within the organization.
   a. Make sure all employees are familiar with the DHFS diversity plan
   b. Establish short and long-term goals annually
   c. Set expectations for the organization
   d. Seek additional diversity training to support mission efforts
   e. Support training of staff
   f. Recognize efforts of those who go above and beyond expectations
   g. Review assessment results and implement changes

2. CREATE A COMPREHENSIVE DEFINITION OF ORGANIZATIONAL DIVERSITY AND MULTICULTURALISM
   a. Provide a clear and inclusive definition of organizational diversity
   b. Educate staff on multiculturalism and include multicultural terms in publications, interviews, training

3. CREATE AND PUBLICIZE MISSION STATEMENT AND DIVERSITY PLAN
   a. Post diversity plans and goals
   b. Publicize organizational newsletters
   c. Highlight diversity accomplishments

“An organization’s diversity mission needs to facilitate the understanding of cultural differences and to change mindsets, participants must discover and acknowledge their personal values and actions concerning cultural differences.”

The Hoelting Ten-Point Plan and Model for Organizational Diversity

The Ten Point Plan

1. START AT THE TOP WITH LEADERSHIP AND ADVOCACY
   For a successful diversity program to exist, leaders must model and champion behaviors they expect employees to demonstrate and advocate for the diversity initiatives within the organization.
   a. Make sure all employees are familiar with the DHFS diversity plan
   b. Establish short and long-term goals annually
   c. Set expectations for the organization
   d. Seek additional diversity training to support mission efforts
   e. Support training of staff
   f. Recognize efforts of those who go above and beyond expectations
   g. Review assessment results and implement changes

2. CREATE A COMPREHENSIVE DEFINITION OF ORGANIZATIONAL DIVERSITY AND MULTICULTURALISM
   a. Provide a clear and inclusive definition of organizational diversity
   b. Educate staff on multiculturalism and include multicultural terms in publications, interviews, training

3. CREATE AND PUBLICIZE MISSION STATEMENT AND DIVERSITY PLAN
   a. Post diversity plans and goals
   b. Publicize organizational newsletters
   c. Highlight diversity accomplishments

“The UT experience includes much more than the classroom and lab. It also includes the sense of community we build every day among students, faculty and staff from across our nation, and around the world. And there is no better way for our students to get to know one another than through their residence halls and dining areas. They are the gathering places where great conversations take place, where cultural diversity is valued and shared, and where everyone has a place at the table. Our campus, great ideas and great learning often happen over a good meal.”

WILLIAM POWERS, JR., PRESIDENT
4. RECRUIT, HIRE, AND RETAIN DIVERSE STAFF

Recruiting, hiring, and retaining a diverse staff is critical to the diversity goals of DHFS. The Organization is constantly working to improve its commitment to diversity and encourage all staff members to provide feedback for how DHFS can improve.

a. Ensure hiring committees/teams are diverse
b. Ensure diverse hiring pools
c. Review recruitment practices, strategies, and advertising sources
d. Include multicultural awareness, competence, knowledge, and skills as an integral part of job description and evaluate candidates using these criteria

e. Solicit feedback from all staff for constant improvement

f. Encourage and interface ongoing supervisors to explore retention-related issues

5. REVIEW POLICIES, ACTIVITIES, FORMS, AND SERVICES

Developing practical policies for an entire organization can be a daunting task. But these policies inspire staff to support the organization’s diversity program.

a. Create a hate incident guide/policy/advisory
b. Establish clear minimum diversity training requirements for all staff and publicize them
c. Create an organization-wide diversity statement
d. Conduct a full review of departmental policies/procedures/forms to assess their impact on diverse populations and make appropriate changes where needed

6. DEVELOP MULTICULTURAL/DIVERSITY EXPECTATIONS AND EVALUATIONS

Establishing clear expectations for participation in the Organizational Diversity Program ensures that each employee understands what is required of them or her and provides a means to establish accountability. Employees are expected to be an agent of organizational diversity.

a. Clearly outline diversity training expectations; include in annual evaluations, and explain how such evaluations will be addressed
b. Provide effective multicultural supervision for all professional and student staff
c. Require diversity goals for each staff area and encourage each individual to establish at least one diversity goal each year
d. Publicize and support employee participation in local, state, and regional conferences, and at employee team days
e. Collaborate with other departments and organizations to reach larger audiences and share current efforts and successes
f. Develop diversity training programs for departmental newsletters and other publications

6. DEVELOP MULTICULTURAL/DIVERSITY EXPECTATIONS AND EVALUATIONS

Establishing clear expectations for participation in the Organizational Diversity Program ensures that each employee understands what is required of them or her and provides a means to establish accountability. Employees are expected to be an agent of organizational diversity. This includes using their position and influence to:

a. Confront, teach, and learn about issues of diversity
b. Provide effective multicultural supervision for all professional and student staff
c. Require diversity goals for each staff area and encourage each individual to establish at least one diversity goal each year
d. Publicize and support employee participation in local, state, and regional conferences, and at employee team days
e. Collaborate with other departments and organizations to reach larger audiences and share current efforts and successes
f. Develop diversity training programs for departmental newsletters and other publications

7. IMPLEMENT AND MAINTAIN A DIVERSITY/MULTICULTURAL TRAINING PROGRAM

The Division of Housing and Food Services understands the importance of diversity in the workplace and is committed to maintaining multicultural trainings and workshops that address multicultural diversity issues.

b. Ensure that diversity training programs are multicultural in content and values
c. Conduct an organizational diversity statement

d. E. Develop and implement multicultural training and development benefits to the work environment and individual employee

8. SCHEDULE AND PUBLICIZE SCHOLARLY ACTIVITIES, OUTREACH AND CELEBRATIONS

DHFS has the resources and activities to educate, collaborate and celebrate the multicultural entities of the people of the Division, the University, and the world.

a. Share diversity and multicultural information through flyers, brochures, and articles
b. Present workshops on multicultural topics at local, state, regional, and national conferences, and at employee team days
c. Collaborate with other departments and organizations to reach larger audiences and share current efforts and successes
d. Encourage diversity awareness and appreciation improve the effectiveness of our daily operations.

e. Create opportunities for staff to attend training programs
f. Ensure that diversity training programs are multicultural in content and values
g. Establish clear minimum diversity training requirements for all staff and publicize them

9. SURVEY AND ASSESS PROGRAMS, INITIATIVES, AND SERVICES

Measuring the effectiveness of the organizational diversity program is critical to its continued success. This is accomplished through:

a. Evaluating programs, workshops, and activities for effectiveness
b. Assessing employee and student satisfaction with services and with the level of multicultural competence demonstrated by peers and supervisors
c. Gathering demographic information on those who attend diversity programs and those who utilize diversity-related services

d. Setting goals to increase participation numbers

e. Conduct an organizational diversity statement

In the Office of the Dean of Students, we believe that a diverse and inclusive community is critical to our success. We encourage everyone to promote diversity and inclusion on campus.

The Division of Diversity and Community Engagement works to create an inclusive environment where everyone can feel welcome and respected.

a. Share diversity and multicultural information through flyers, brochures, and articles
b. Present workshops on multicultural topics at local, state, regional, and national conferences, and at employee team days
c. Collaborate with other departments and organizations to reach larger audiences and share current efforts and successes
d. Encourage diversity awareness and appreciation improve the effectiveness of our daily operations.

e. Create opportunities for staff to attend training programs
f. Ensure that diversity training programs are multicultural in content and values
g. Establish clear minimum diversity training requirements for all staff and publicize them

9. SURVEY AND ASSESS PROGRAMS, INITIATIVES, AND SERVICES

Measuring the effectiveness of the organizational diversity program is critical to its continued success. This is accomplished through:

a. Evaluating programs, workshops, and activities for effectiveness
b. Assessing employee and student satisfaction with services and with the level of multicultural competence demonstrated by peers and supervisors
c. Gathering demographic information on those who attend diversity programs and those who utilize diversity-related services

d. Setting goals to increase participation numbers

e. Conduct an organizational diversity statement

In the Office of the Dean of Students, we believe that a diverse and inclusive community is critical to our success. We encourage everyone to promote diversity and inclusion on campus.

The Division of Diversity and Community Engagement works to create an inclusive environment where everyone can feel welcome and respected.

a. Share diversity and multicultural information through flyers, brochures, and articles
b. Present workshops on multicultural topics at local, state, regional, and national conferences, and at employee team days
c. Collaborate with other departments and organizations to reach larger audiences and share current efforts and successes
d. Encourage diversity awareness and appreciation improve the effectiveness of our daily operations.

e. Create opportunities for staff to attend training programs
f. Ensure that diversity training programs are multicultural in content and values
g. Establish clear minimum diversity training requirements for all staff and publicize them

9. SURVEY AND ASSESS PROGRAMS, INITIATIVES, AND SERVICES

Measuring the effectiveness of the organizational diversity program is critical to its continued success. This is accomplished through:

a. Evaluating programs, workshops, and activities for effectiveness
b. Assessing employee and student satisfaction with services and with the level of multicultural competence demonstrated by peers and supervisors
c. Gathering demographic information on those who attend diversity programs and those who utilize diversity-related services

d. Setting goals to increase participation numbers

e. Conduct an organizational diversity statement

In the Office of the Dean of Students, we believe that a diverse and inclusive community is critical to our success. We encourage everyone to promote diversity and inclusion on campus.

The Division of Diversity and Community Engagement works to create an inclusive environment where everyone can feel welcome and respected.

a. Share diversity and multicultural information through flyers, brochures, and articles
b. Present workshops on multicultural topics at local, state, regional, and national conferences, and at employee team days
c. Collaborate with other departments and organizations to reach larger audiences and share current efforts and successes
d. Encourage diversity awareness and appreciation improve the effectiveness of our daily operations.

e. Create opportunities for staff to attend training programs
f. Ensure that diversity training programs are multicultural in content and values
g. Establish clear minimum diversity training requirements for all staff and publicize them

9. SURVEY AND ASSESS PROGRAMS, INITIATIVES, AND SERVICES

Measuring the effectiveness of the organizational diversity program is critical to its continued success. This is accomplished through:

a. Evaluating programs, workshops, and activities for effectiveness
b. Assessing employee and student satisfaction with services and with the level of multicultural competence demonstrated by peers and supervisors
c. Gathering demographic information on those who attend diversity programs and those who utilize diversity-related services

d. Setting goals to increase participation numbers

e. Conduct an organizational diversity statement
Organizational Diversity Initiatives

Organizational Diversity Initiatives provide staff with a framework to develop as teams and individuals within the Division’s diverse work environment. They also demonstrate the organization’s commitment to sustain an inclusive and respectful workplace.

**ADA-COMPLIANT FACILITIES**

Residential facilities for people with disabilities are available in each program area in compliance with the Americans with Disabilities Act (ADA). Facility accommodations include accessible student rooms, bathrooms, and public spaces. Braille signage, ADA compliant elevators, and life safety systems for the hearing impaired.

**ADULT EDUCATION CLASSES**

Instruction in English as a Second Language (ESL) and Adult Basic Education/General Education Development (ABE/GED) is provided at no cost to DHFS staff, students, employees, and guests. Instruction in English as a Second Language (ESL) and Adult Basic Education/General Education Development (ABE/GED) is provided at no cost to DHFS staff, students, employees, and guests. Staff members are required to go through each scenario to practice how they would address situations such as eating disorders, gay, lesbian, bisexual or transgender (GLBT), cultural issues, and hate incidents.

**CENTRAL STAFF ANNUAL PERFORMANCE APPRAISALS**

Diversity is evaluated as a performance measure within the Division’s Performance Evaluations for the Assistant and Associate Directors.

**COMMITTEE COMPOSITION**

It is a standing DHFS expectation that every committee includes representation from ethnic racial groups and male and female members to ensure that many voices are represented.

**CULTURE AND CUISINE**

Food information from various cultures is placed on tables in the dining rooms. Information is provided on the origin of the food, the culture and how the food was used. Each year, ten cultural dinners are organized by the DHFS Food Service staff and by the Residence Life staff. These special dinners provide an opportunity for residents to become more aware of various celebrations and accomplishments of different cultures.

**DIVERSITY BULLETIN BOARDS**

Diversity is evaluated as a performance measure within the Division’s Performance Evaluations for the Assistant and Associate Directors.

**DHFS STAFF LIBRARY**

The DHFS Staff Library contains books, videotapes, audiotapes, DVDs, magazines, manuals, and newlets addressing a variety of work/life topics, including diversity. Continuous literature reviews are conducted to obtain the most relevant and timely materials available. Staff members are notified when new items are added to the library.

**DIVERSE CUSTOMER SERVICE TRAINING**

Customer service training is designed to assist staff members in interacting with diverse customers. Annual customer service training sessions are offered once a month.

**DHFS STAFF LIBRARY**

The DHFS Staff Library contains books, videotapes, audiotapes, DVDs, magazines, manuals, and newlets addressing a variety of work/life topics, including diversity. Continuous literature reviews are conducted to obtain the most relevant and timely materials available. Staff members are notified when new items are added to the library.

**DIVERSITY BOARD**

Area units celebrate and highlight different aspects of diversity through the creation of thought-provoking bulletin boards.

**DIVERSITY EDUCATION HOURS REQUIREMENT**

Each staff member is required to complete annual diversity education hours, ranging from three to 16 hours, as part of their employee performance evaluation. Diversity education hours are mandatory for staff receiving merit-based salary increases. Requirements are as follows:

- Contract Management Staff: 16 hours
- Supervisors: 12 hours
- Assistant Supervisors & Team Leaders: 8 hours
- Other Staff: 3 hours

**DIVERSITY INITIATIVES**

Each Associate Director is required to develop and implement a Functional Diversity Plan based on the Hoelting Ten-Point Plan for Organizational Diversity. This plan is created from input from each area and is reviewed annually.

**DIVERSITY WALL**

The DHFS Administrative Office staff prepares a rotating wall display celebrating the diversity of our residents and staff. Wall displays are updated on a regular basis.

**EXPANDING YOUR HORIZON SERIES**

The Expanding Your Horizon series involves viewing a video related to a particular discussion topic. After the video has been viewed, a facilitated discussion takes place in which participants express their views and experiences, and learn from each other as well as the video. Expanding Your Horizon sessions are offered once a month.
The Gallery of Great Texas Women displays the Texas Women. Other sources of information on thousands of other Great Women bring together web resources created by others including Texas Women. The website (www.utexas.edu/gtw) is part of the University of Texas at Austin’s Division of Housing and Food Service to honor over 1000 Great Women who have lived or currently live in a university residence hall. It is the first exhibit of this type dedicated to women in a university residence hall. The Gallery of Great Texas Women chronicles the lives of 46 great Texas women, recounting the struggles and triumphs of women from a variety of cultures and economic backgrounds. Great Texas Women have been pioneers in the fields of education, law, medicine, arts, philanthropy, sports, business, social service, science, and literature.

The gallery features a kiosk with a touch-screen monitor that has access to a web site created by the Division of Housing and Food Service to honor over 1000 Great Texas Women. The website (www.utexas.edu/gtw) brings together web resources created by others including biographies, articles, quotes, personal accounts, and other sources of information on thousands of other Great Texas Women.

GALLERY OF TEXAS CULTURES

The Gallery of Texas Cultures is a 4,000-square-foot space located in Acker Center, a co-ed community of 3000 students reside. The Gallery of Texas Cultures recognizes, celebrates, and affirms the historical and contemporary impact of many cultures upon the State of Texas. The Gallery is dedicated to promoting the understanding of the diverse cultures, customs, and traditions of Texas. Operating on the premise that people are better citizens when they care more about themselves and each other, the Gallery of Texas Cultures provides a forum for understanding, tolerance, and the state's strength in diversity.

Displays and exhibits housed in the Gallery of Texas Cultures are reflective of individuals and families, freedmen and slaves, settlers and soldiers, cowboys and cattle raisers, miners and lumbermen, cotton growers and sharecroppers, homemakers and teachers, criminals and ranchers, all who came to make a new home in Texas. The Gallery of Texas Cultures recognizes, celebrates, and affirms the historical and contemporary impact of many cultures upon the State of Texas. The Gallery is dedicated to understanding of the diverse cultures, customs and traditions of Texas. The Gallery provides a forum for understanding, tolerance, and the State's strength in diversity.

GOLDEN AWARD

The Division of Housing and Food Service received the 2005 Golden Award, a national diversity award recognizing outstanding campus leadership, activities and/or programs promoting awareness and inclusion. The Division of Housing and Food Service was selected for the National Association of Auxiliary Services (NACAS) award in the organizational diversity category.

GRAFFITI

Graffiti is eliminated on the same day it is discovered, or immediately after the University of Texas Police or immediately after the University of Texas executive director's office receives a complaint. The Division of Housing and Food Service gives same-day priority to the removal of graffiti that disparages an individual or group. The Maintenance staff respond to incidents of graffiti that involve violations of the Student Code of Conduct.

HATE INCIDENT GUIDE

Hate incidents are defined as incidents that attack or target an individual or group based on race, color, religion, national origin, age, sex, or sexual orientation. They occur when an individual or group feels threatened, intimidated, or侵害ed due to the perception of these characteristics. Hate incidents can include hate crimes, vandalism, harassment, or other forms of discrimination.

MEDIATION

The UT Apartment Advisory Board utilizes University of Texas mediation services such as the University of Texas Chapter of The National Association for Mapping and Upper Level Housing to resolve conflicts. The Division of Housing and Food Service provides mediation services to facilitate discussions and meetings to resolve conflicts.

READ & DISCOVER DIVERSITY – DHFS STAFF BOOK CLUB

The UT Apartment Advisory Board utilizes University of Texas mediation services such as The National Coalition Building Institute (NCBI) to facilitate discussions and meetings to resolve conflicts. The Division of Housing and Food Service provides mediation services to facilitate discussions and meetings to resolve conflicts.

UNIVERSITY APARTMENT ADVISORY BOARD

The UT Apartment Advisory Board utilizes University of Texas mediation services such as The National Coalition Building Institute (NCBI) to facilitate discussions and meetings to resolve conflicts. The Division of Housing and Food Service provides mediation services to facilitate discussions and meetings to resolve conflicts.

UNIVERSITY APARTMENT ADVISORY BOARD

The UT Apartment Advisory Board utilizes University of Texas mediation services such as The National Coalition Building Institute (NCBI) to facilitate discussions and meetings to resolve conflicts. The Division of Housing and Food Service provides mediation services to facilitate discussions and meetings to resolve conflicts.
RESIDENT ASSISTANT, COMMUNITY ADVISOR AND HALL COORDINATOR TRAINING

A component of Resident Assistant and Community Advisor fall and spring training is devoted to diversity workshops and activities.

RESIDENCE LIFE EXCHANGES

Since 1990, The University of Texas and Monterrey Institute for Technology and Education (ITESM) have participated in an exchange program that includes a Fall Resident Assistant Leadership Development Conference. The short visits allow UT participants the opportunity to learn about ITESM’s residence hall system while experiencing the customs and culture of Mexico.

In 1999, UT and ITESM expanded the exchange program to include semester-long work and academic opportunities. This exchange provides student participants the opportunity to work as Resident Assistants in ITESM’s residence halls as well as study and benefit from the academic and cultural environment of this institution.

RESIDENT ASSISTANT/HALL COORDINATOR SELECTION PROCESS

Both selection processes are composed of a diverse group of Hall Coordinators, Resident Assistants, and student leaders. Advertising and marketing activities focus on how to attract a wide variety of candidates. Interview questions and processes are carefully reviewed for inclusiveness.

RESIDENCE LIFE PROGRAMMING

Each year the combined areas of Residence Life offer over 1000 programs to residents. These opportunities include cultural diversity programs as well as other categories that challenge and stretch residents in their development.

STAFF RECRUITMENT

DHFS practices targeted recruitment of underrepresented staff in all areas of its operations. Resident Life staff members make recruiting trips to meet with prospective candidates and attend national conferences to recruit from a national pool of candidates.

SUPERVISING MEETING DISCUSSION TOPICS

All supervisors from across the Division of Housing and Food Service meet each month during the fall and spring. Time is allotted for discussion on topics of special interest. Cultural celebrations and achievements are often recognized during supervisor meetings.

TRAINING COMMITTEE WORKSHOPS AND IN-SERVICE

Fall and spring Resident Assistant and Community Advisor training sessions include a diversity education segment that emphasizes the important role diversity plays in relating to residents, peers, staff, and all visitors to DHFS venues. Activities include speakers, workshops, presentations from the peer drama team associated with Voices Against Violence, and cultural dining experiences.

WELLNESS AND CULTURE

The goal of the DHFS Wellness Initiative is to offer relevant educational programs and activities to staff that will increase awareness of health risk factors and explore the relationship of culture and how it can affect healthy behaviors.

OFFICE OF ORGANIZATIONAL DIVERSITY AND DEVELOPMENT

Organizational Diversity and Development (OIDD) coordinates organizational diversity, professional development and training, mediation and facilitated discussions, customer service, wellness and serves as an internal resource on diversity related management issues within DHFS.

PROFESSIONAL DEVELOPMENT AND TRAINING

• Distribute the Professional Diversity and Development calendar listing classes and workshops conducted by Organizational Diversity and Development staff and guest facilitators for Division staff and lecturers. Workshops are primarily for DHFS staff.

• Design, conduct, and evaluate customized workshops addressing specific issues or concerns of intact work groups within the Division

• Conduct New Employee Orientation focusing on “organizational culture” including communication, diversity, ethics, harassment and inappropriate workplace conduct, organizational policies and procedures, and teamwork

• Maintain the DHFS Staff Library containing over 800 books, videotapes, audiotapes, manuals, magazines, CD’s, and newsletters on a variety of work/life issues

• Coordinate use of the Human Development Center, which serves as the Division’s primary facility for professional development activities

The Cesar Chavez Statue was erected on campus October © 2007, the Greater Austin Harris for the Division of Housing and Food Service, The University of Texas at Austin.
The Organizational Diversity Learning Plan

The Organizational Diversity Learning Plan (ODLP) provides DHFS staff the opportunity to increase their awareness, knowledge, and skills on a wide range of topics, activities, and dialogues.

The ODLP model is organized into three areas: Self-Awareness, Knowledge-Building, and Skill Development. These areas represent different levels of diversity competency. The learning plan allows staff to self-identify their level of comfort and offer the opportunities for personal introspection.

**TIER I: SELF-AWARENESS**
Workshops in this category facilitate the identification of personal assumptions, biases, worldviews, and behaviors that affect the lenses through which individuals view their environment and selves.

**TIER II: KNOWLEDGE-BUILDING**
Workshops in this category provide specific information about history, traditions, beliefs, resources, strengths, and issues of various cultural groups.

**TIER III: SKILLS DEVELOPMENT**
Workshops in this category provide discussion sessions and activities that address critical thinking and analysis and multicultural competencies.

Upon completion of training, participants will be able to:
1. Understand the meaning of diversity, including its application to race, color, gender, gender identity, religion, sexual orientation, national origin, age, disabilities, marital status, or veteran’s status.
2. Understands their identity and culture and its impact on diversity issues.
3. Appreciate new ideas, culture and lifestyle differences.
4. Challenge abusive use of stereotypes by others.
5. Understand the impact of diversity on society.

This brochure is printed using soy oil-based, solvent-free, zero-VOC ink on paper that contains 30% post-consumer recycled fiber. The paper is certified by the Rainforest Alliance Smart Wood Program to the FSC standards.