1. Please provide a bulleted list of your key accomplishments over the past 6 months:
   - “Be You” Display case promotes multicultural and inclusive events.
   - Created a “Be You” Newsletter promoting staff to engage with multicultural training and conversations
   - Implemented gender neutral signage for a bathroom in the IMU
   - Worked to improve the number of department staff who have complete various multicultural trainings

2. What do you find to be the most challenging aspect of Change Team Work? The most rewarding?
   It has been difficult finding a starting place and working to execute and bring to life ways to increase multiculturalism in our department. The process can be slow and ongoing. Additional challenges include building partnerships with expert departments. The rewarding part has been seeing gradual change and engaging in meaningful conversations with other colleagues about issues of diversity and inclusion.

3. Any strategies you have used to overcome challenges/resistance?
   We have built membership and worked to include key stakeholders. Department admin have championed a few of our newsletters, and a larger membership from multiple agencies in our department has been helpful.

4. Upcoming steps or next steps you are excited about?
   Taking stock of process, implementing ideas, and hitting our stride.
1. Please provide a bulleted list of your key accomplishments over the past 6 months:

- In January 2014 we trained all UH&D staff in a two hour social justice training. Makeup sessions and new employee sessions continue.
- Housing Hotline (weekly electronic newsletter) has contained many facts about social justice and diversity.
- Designed new poster to be posted in all public space by next semester – with our statement on community and diversity.
- Highlighted work of Change Team in Quarterly magazine.
- HERKY C.A.R.E.S. (student organization) is off and running! Doing great things!

2. What do you find to be the most challenging aspect of Change Team Work? The most rewarding?

Time and ability to reach all employees is greatest challenge.

Rewarding is feedback when staff feel valued and cared about after we do something. Seeing committee members grow has also been awesome.

3. Any strategies you have used to overcome challenges/resistance?

Just keep trying new approaches. (see #4)

4. Upcoming steps or next steps you are excited about?

We are creating a calendar featuring staff from UH&D that will include department important dates as well as social justice dates. It will be phenomenal. UH&D Connect.
1. Please provide a bulleted list of your key accomplishments over the past 6 months:

- We developed and established a diversity statement for our clinic. It was vetted by all staff and is on our website.
- Our committee changed its name to the Diversity and Inclusion Committee.
- We expanded our membership to include a student and clinical staff person.
- Establishing online and hardcopy resource libraries for staff cultural competency development.
- Adopting CultureVision, which provides cultural material for healthcare professionals.
  - Within our team and at some unit meetings, time has been set aside for a “Multicultural Moment”.
  - This time is for staff to share and discuss with each other what they are experiencing, learning, and any questions they have surrounding inclusion and diversity.
  - An entire staff presentation about Culturally Responsive Healthcare by Valerie Garr, College of Nursing.

2. What do you find to be the most challenging aspect of Change Team Work? The most rewarding?

Rewards:
- Continual learning about the diverse groups on campus and valuing our differences.
- Seeing how willing to get involved staff are.
- Getting to know the committee members on a different level. Since many of us don’t work together on a daily basis it has been great learning about each other’s perspectives and ideas.

Challenges:
- Time
- Lack of interest by some staff
- To get the whole department involved in thinking about diversity and inclusion as part of our work, not something extra.

3. Any strategies you have used to overcome challenges/resistance?

- Group events
- Locating unsung champions with interest (example: provider present about Culture Vision
- The multicultural moment has been a non-threatening way to share.
- Assisting others to understand perspective taking at the level they are coming from.
  - “We each have our own cultural identity and views. When someone states that they don’t see why certain topics have been presented (e.g. holidays from a non-Christian viewpoint,) it is not that the presentation is to make them change their beliefs, just accept that other people have different beliefs. “
  - “One on one discussions about their experiences provide an opportunity to explore ideas that we have in common.”

4. Upcoming steps or next steps you are excited about?

- Culture Vision-was rolled out to our committee. On 10-7 was demonstrated to all staff
- Working on our website to make it more inclusive and informative
- World Café event in January
- Participating in campus programs and events
- Opportunities to hear more about how students can be better served by our clinic
1. Please provide a bulleted list of your key accomplishments over the past 6 months:

- Over the course of the 2013-2014 year, the UCS staff engaged in a Multicultural Outreach Initiative that entailed 15 written reflections that were then compiled into a reflective evaluation project analyzed by Dr. Eva Schoen, in consultation with the 2013-2014 doctoral interns, David Adams, Peiwei Li, and Amanda McEnery.
- Each full-time clinical staff member is engaged in a multicultural outreach liaison relationship. Examples:
  - Staff involvement with student groups affiliated with all of the university's cultural centers.
  - Dr. Paula Keeton's training and leadership efforts with the Safe Zone training, her substantial work related to benefiting the LGBTQ community on campus, and her involvement with the Women's Resource and Action Center Advisory Board.
  - Dr. Scott Liu's mentorship of the University of Iowa's Heart Workshop international student organization.
  - Dr. Audrey Bahricks membership on UI Latino/a Council
  - Dr. Jeremy Kinser's involvement with student groups affiliated with the Asian and Pacific American Cultural Center including helping students plan for the implementation of an international student advisory board affiliated with the University of Iowa Student Government.
- The UCS is also proud of the fact that all permanent clinical staff members have participated in Safe Zone training and both Dr. Keeton and Dr. Clougher are Safe Zone trainers.
- Four UCS staff members are certified National Coalition Building Institute trainers.

2. What do you find to be the most challenging aspect of Change Team Work? The most rewarding?

\[ \begin{array}{|c|c|}
\hline
\text{Time} & Time crunch (C) \\
\hline
\text{Relationships} & Working with good people (J) \\
& Joy of working with campus partners (J) \\
& Hopeful about healthy students (J) \\
& Deepened appreciation for relationships over time (J) \\
& Multiple roles and identities (C) \\
& Finding the fine line between support and over-functioning (C) \\
& Dealing with participant interpersonal dynamics (C) \\
& Difficulty sustaining relationships with campus partners when they are busy (C) \\
& Complicated boundaries, i.e. use of social media in outreach work (C) \\
& Difficulty with being in the minority (C) \\
\hline
\text{Emotions} & Outreach work as energizing (J) \\
& Emotionally draining, dealing with internalized “isms” (C) \\
& Feeling put on the spot (C) \\
& Feeling intrusive, asking too much (C) \\
\hline
\text{Administrative} & Stay turnover in allied office (C) \\
& Questions about one’s role (C) \\
& Healing intrusive, asking too much (C) \\
\hline
\end{array} \]

3. Any strategies you have used to overcome challenges/resistance?

- Accountability expectations held by administration both at the division-level and within the UCS were helpful in furthering our diversity work.
- Tremendous administrative support, encouragement, and flexibility that has allowed this work to thrive. Examples include encouragement for the staff to seek out social justice opportunities, and time and funding allotted for trainings like the White Privilege Conference.
- As a staff, we’ve adopted a stance that we must expect discomfort and approach this work with willingness, consideration, and openness. That there is sometimes discomfort and challenge does not change the fact that our agency values and is invested in social justice work.

4. Upcoming steps or next steps you are excited about?

We are excited to see how the various multicultural liaison relationships across campus continue to develop; we are certain that meaningful projects will continue to emerge from these collaborations.
1. Please provide a bulleted list of your key accomplishments over the past 6 months:

- Creation of New Change Team for RVAP
- Developed RVAP Change Team mission and goals.
- Discussed individual, agency, and unit goals.
- Created an “All Staff” in service where we discuss topics using perspective taking and self-authorship

2. What do you find to be the most challenging aspect of Change Team Work? The most rewarding?

_rewards:_

- The introspection on an individual and agency-wide basis, examining bias, prejudices and perceptions.
- The work has begun.
- Seeing where the agency could go if we adopt trauma informed care practices.
- Challenging one another in a caring and supportive way.

_challenges:_

- The introspection on an individual and agency-wide basis, examining bias, prejudices and perceptions.
- The extent of work that remains to be done.
- Integrating our goals into the larger agency mission with time restraints of the Change Team.
- Resisting the tendency to go back.

3. Any strategies you have used to overcome challenges/resistance?

- Openness to hearing perspectives, addressing biases, thoughts, perceptions and stereotypes rather than the person.
- Starting the dialogue is a strategy.
- Listening to varied points of view.
- Revisiting mission and goals to ensure action steps align.
- Scheduling regular meetings, assigning facilitators to distribute responsibility of team.
- Knowing that in order to attain change you will have to go through a resistance stage. It is a normal part of the process.

4. Upcoming steps or next steps you are excited about?

- Excited about the All Change Team meeting to hear about how other Change Teams are approaching this work and their outcomes.
- Addressing issues related to the Change Team within the agency through varied means.
- Finding new modalities and activities to engage the team in activities.
- Continuing the process.
- Our team was recently created so I am excited to plan more concrete, educational activities/trainings and to integrate our volunteer pool into these opportunities.
1. Please provide a bulleted list of your key accomplishments over the past 6 months:
   • Multicultural Awareness Presentations at All Staff Training (about 500 employees, both student and full-time)
   • Multicultural Awareness Presentations at Biweekly All Professional Staff Meetings
   • Incorporated moments into programming for participants to reflect on perspective taking and self-authorship
   • Gathering student voices within program areas in an effort to reach the needs of diverse student populations

2. What do you find to be the most challenging aspect of Change Team Work? The most rewarding?
   Challenging: Providing opportunities for diverse student populations can cause others to feel excluded.
   Rewarding: Seeing a participant that would not normally partake in an activity learn and grow from the experience.

3. Any strategies you have used to overcome challenges/resistance?
   • Highlighted successful multicultural efforts to encourage others to promote multiculturalism.
   • Encouraged everyone to share their opinions and listen to the voices of others.

4. Upcoming steps or next steps you are excited about?
   • Implementing a half-day training session for all professional staff members in June.
   • Scheduling presentations for Biweekly All Professional Staff Meetings according to the opinions of the staff.
1. Please provide a bulleted list of your key accomplishments over the past 6 months:
   • SDS will continue to increase the diversity of our student workers – this goal has been met. We have recently hired two ethnically diverse work-study students, and 2 of 3 hired for next semester represent diverse populations.
   • We will provide our student workers a diversity related training during fall semester – this goal was not met, but will roll over to FY15 as a goal.
   • Staff will attend the Marlin Riggs movie series together.
   • We will continue to share with each other information regarding multicultural events on campus – this goal was met
   • We will add to our electronic file of multicultural readings – this goal was met

2. Upcoming steps or next steps you are excited about?
   • All staff who have not yet done so will start the Building our Global Community program from the Office of International Programs
   • We will provide our student workers a diversity related training during Spring semester
   • Staff will read one multicultural article and discuss
   • Staff will meet with the new TRIO Director and discuss ways we can better partner
   • Staff will attend one MLK event as a group
1. Please provide a bulleted list of your key accomplishments over the past 6 months:

- Re-vamped curriculum for cultural humility and responsibility training for all WRAC volunteers; implemented in fall semester.
- Developed and implemented training materials and content for our anti-violence work to address specific populations, including LGBTQ.
- Sponsored round-table discussion on issues of abuse and people with disabilities.
- Sponsored and hosted a group for graduate students whose first language is Spanish.
- Re-launched the Men’s Anti-Violence Council.
- Organized screening and discussion of “Dakota 38”, co-sponsored by LNACC and Native American Council.
- Co-sponsored multi-day campus visit by trans* artist and educator Rebecca Kling.
- 2014 Iowa NEW Leadership Institute recruitment resulted in our most diverse applicant pool, and selected class, to date: 16 institutions represented, 33% first-generation college students, 36% ethnic/racial minority students, 16% non-traditional age students.

2. What do you find to be the most challenging aspect of Change Team Work? The most rewarding?

The most challenging and rewarding aspects for us overlap, given our mission. Since all our work is driven by our social justice commitment, this aspect is ‘baked into’ all that we do. This makes it challenging to separate out what is “Change Team” work from what is “WRAC” work. It’s inspiring to us to know that all the other units in the Division of Student Life are also engaging in this work in their contexts.

3. Any strategies you have used to overcome challenges/resistance?

We find that it’s helpful to meet people where they are, and invite them into conversation. It’s important to acknowledge that our cultural influences and personal experiences shape all our attitudes about engaging difference. “It’s not our fault that things are the way they are, but it is our responsibility to do something about it, and it’s within our power to do so.”

4. Upcoming steps or next steps you are excited about?

We are looking forward to moving into a new-to-us building, the Bowman House, in about a year. We have been working with Facilities Management on plans to renovate it for our use, to ensure that the facility will be as accessible as possible, and are now considering the visual environment we intend to create there to make it welcoming and affirming for people of diverse identities, backgrounds, and interests.