

Housing & Dining Services

Additional Information

Spring 2020

Housing & Dining Services (HDS) is a comprehensive organization comprised of the following departments: University Housing, HDS Facilities, Residential Dining Services, Workplace Inclusion and Talent Management, Communications and Sustainability, Administration, Conference & Event Services, CSU Mountain Campus, Technology Services, and the RamCard Office.

Training Efforts:

HDS offers several training sessions for all levels of staff, including student staff. We continually update the content and assess the effectiveness of the training sessions. The below listing provides some examples of our required training for staff:

- Inclusive Kitchen training (all Dining Services staff)
- Principles of Community training (incorporated into all student staff onboarding)
- Equity in the Workplace (all full-time staff)
- Entering into Living Spaces with Cultural Respect (all full-time staff)
- Communication & Respect (all full-time staff)
- EverFi diversity module (all University Housing student staff)
- Communication across Difference (all HDS staff)
- Cultural needs for Customer Service & Entry Training (all HDS staff)
- Online Diversity and Inclusion Module for on-boarding employees (all HDS staff)
- Navigating Conflict and Identity Awareness (all HDS staff)

In addition to these required trainings, we have committed resources to several ongoing training offerings such as:

- Committed professional development funding for full-time staff to attend the National Conference on Race and Ethnicity (NCORE) and Social Justice Training Institute (SJT)
- Ongoing professional development and training sessions for full-time staff focused on diversity and inclusion, such as White Fragility, Dream Zone, International Students, Culture of Care, Title IX, Cross-cultural Communication, and Gender Inclusion
- Ongoing professional development and training sessions for student staff and student leaders in University Housing (RHA/NRHH) and Communications and Sustainability (Eco Leaders) focused on diversity and inclusion. Topics include: Identities, Social Justice, Bias (including Bias Motivated Incident Response), Understanding Resources On Campus (Student Diversity Programs and Services), Title IX, Sexual Harassment, How to Build Inclusive Communities, Safe Zone Training, Diversity and Inclusion in a Student Staff Role, and How to Build Inclusive Communities.

Hiring:

Our intention is to recruit, hire, and retain a diverse staff at all levels of the HDS organization. The following efforts are used to recruit a diverse staff:

- Since 2011, we have added several positions dedicated to diversity and inclusion: Inclusive Community Assistants (ICA), Aggie Village Eco Leaders, Coordinator for Diversity and Inclusion, Director of Workplace Inclusion and Talent Management
- Campus-wide advertising through student employment and other venues at CSU
- Utilization of social media platforms such as Black Student Affairs Professionals and Queer, Transgender, People of Color (QTPOC) Student Affairs Professionals; as well as websites like diversityinhighereducation.com and diversity.com, to promote full-time position openings
- Partner with the Student Diversity Programs and Services Offices and Office of International Programs to promote student staff position openings
- Post position openings in Spanish
- Student Staff positions (Resident Assistants, Inclusive Community Assistants) within University Housing continue to be one of the highest employers of marginalized students on campus, contributing as a significant High Impact Practice.
- Include questions about diversity and inclusion in interviews for Administrative Professional positions
- Groups based on a shared identity (affinity groups) were created and implemented in University Housing

Initiatives to Create a Positive Climate in Residence Halls and Apartments:

- Principles of Community were translated into multiple languages to reflect the varied home languages of our residents
- Ongoing No Place for H8 Campaign initiated in Fall 2017 by HDS and adopted campus-wide
- Provide Spanish translation for meetings, trainings, and written communications
- Diversity, inclusion, and equity responsibilities are built into job descriptions
- Intentionally expanding our hiring practices to expand the pool of diverse candidates at all levels of HDS
- Address gap areas related to retention of diverse staff at all levels of HDS
- Campus Climate Roundtables held in residence hall communities starting in Fall 2017
- Bulletin boards displayed in the residence halls focus on heritage month celebrations, Speak Up, and cultural appropriation
- Events hosted in the apartment communities focus on international celebrations
- Educational efforts about the Presidential Election in November 2020
- Utilize Campus Climate data to address trends and gaps in the areas of diversity, inclusion, and equity

Camus Connections:

HDS serves as a strong partner across university initiatives related to equity, inclusion, and diversity efforts. The listing below provides some examples:

- Staff serve as Victim Assistance Advocates in Women and Gender Advocacy Center
- Staff serve on committees such as MURALS and Diversity Symposium
- Address food insecurity through Rams Against Hunger and Food Recovery Program
- Partner with SLiCE, Off Campus Life, and Student Case Management to address housing insecurity

- Support and work closely with Student Diversity Programs and Services Offices and Intergroup Dialogue Coordinator
- Partnership with Key Programs, Global Village, and Learning through Dialogue (new Residential Learning Community)
- HDS and the Residence Hall Association contribute funding to many campus speakers focused on diversity, inclusion, and equity
- Serve on the Bias Assessment Team, addressing issues of bias and hate