Small Change is Big Change:  
A Women in IT and IT Service Management Community Group Webinar

September 18, 2018
Recording: https://educause.acms.com/pxgkgf25ey5p/

Facilitator: Todd Jensen, IT Service Management CG

Panelists:
- Becky Nelson, University of Minnesota Duluth
- Claire Krendl Gilbert, Virginia Tech
- Jackie Milhans, Northwestern University
- Marcia Dority Baker, University of Nebraska – Lincoln
- Sandy Silk, Harvard University
- Tina Pappas, Rutgers University

Have you ever wished for an easier way to make change happen at your organization? While research shows that a more diverse and inclusive workplace increases productivity and innovation, many of us aren’t sure how to initiate change for a more effective team and workplace. Or maybe we have ideas, but it feels REALLY overwhelming or we’re afraid to do it “wrong.” So, what’s the first step? In this webinar—presented by the EDUCAUSE Women in IT and IT Service Management Community Groups—panelists will share stories and practices on how small changes they’ve initiated have resulted in real and impactful changes for their teams, departments or organizations.

Event Chat Transcript

Karen Wetzel, EDUCAUSE: Welcome to today's webinar! We'll begin in one minute.

Karen Wetzel, EDUCAUSE: To find out more about EDUCAUSE Community Groups (formerly called "Constituent" groups), visit: https://www.educause.edu/community

Karen Wetzel, EDUCAUSE: Please share your thoughts and questions in this chat area, as well as via Twitter using the #EDUchangementer tag

Todd Jensen - Facilitator: https://textio.com/

Todd Jensen - Facilitator: Participants, how were you recruited?

Karen Wetzel, EDUCAUSE: More about NCWIT: https://www.ncwit.org/

Karen Wetzel, EDUCAUSE: Anyone can join our community lists at the link above -- we have over 60 to focus on specific topics of interest.
Sandy Silk: Advantage to having a list of questions is you can assign specific questions to different interviewers.

Sandy Silk: Avoids five people asking the same two questions!!!

Tina Pappas (Rutgers U.): I use rubrics with weight scores to keep applicant screening objective. The work goes into developing the rubric criteria. It's a very effective method. : )

Claire Gilbert: We also use rubrics @ VT and those distinguish between required and preferred attributes.

Jen Bellenger (UC Berkeley): Wondering how closely you're partnering with HR team, whether there is buy-in across the organization to implement these changes. Do they handle recruiting screenings, etc.?

Elizabeth: We have used DISC before with current staff. It was really helpful to have others look at how they process information vs how others that they may struggle communicating with.

Sandy Silk: We gather feedback via standard form from all interviewers. Lets more introverted people have their "voice" heard.

Kelly Roark (Northwestern): What are some techniques to limit interruptions?

Gail Krovitz: Are we going to get a list of these resources the speakers are mentioning? They all are all talking about groups and tools that aren't on the slides and would be helpful to have.

Todd Jensen - Facilitator: Gail, we will provide the resources being mentioned.

Jackie Milhans (Northwestern): @Becky - How did you ask for volunteers to attend the Men as Peacemakers training? Or was it required?

Sandy Silk: Women Advance IT Conference in Lincoln, NE October 2-3: https://its.unl.edu/conference/

Mariann Miller: Interested in identifying allies and how they were used

Kelly Roark (Northwestern): Thanks, Becky!

Andrea Mascher - The University of Iowa: Do you notice that allies tend to be more or less common in different kinds of IT job types (e.g. programmers vs. sysadmins vs. frontline support)?

Gail Krovitz: It would be great if the NE workshop would have virtual sessions for those who can't attend in person.


Sandy Silk: I believe last year there were a few broader keynotes or sessions that were broadcast as webinars via EDUCAUSE

Mariann Miller: thank you
Jen Servedio: good stuff - thank you!!!!
Marcia Dority Baker: NCWIT has great toolkits, I added the advocates and male allies resource
Jackie Milhans (Northwestern): I liked this list of people who might make great allies: https://www.ncwit.org/resources/ncwit-tips-8-ways-identify-male-advocates/ncwit-tips-8-ways-identify-male-advocates
Marcia Dority Baker: We've had a number requests for virtual participation in the Women Advance I.T. conference. Maybe next year.
Adem: @jackie It was just "encouraged to attend" in that case. Often we will set events as a replacement for our Department meeting, so everyone should be available...
Courtney (Trinity U): Marcia, that would be fantastic! I actually purchased registration for Women Advance IT for this year but won't be able to attend in person after all.
Jackie Milhans (Northwestern): @Adem thanks
Marcia Dority Baker: The Women Advance IT agenda is available at, https://its.unl.edu/conference/2018-conference-agenda/ These are great speakers who I'm sure would be interested in continuing the conversation. Maybe future speakers at other webinars.
Jackie Milhans (Northwestern): @Claire - Who is running your IT Climate survey? HR? CIO office?
Jackie Milhans (Northwestern): Thanks!
Kee: Thanks
Sandy Silk: I love my stand desk!
Becky Nelson: how many staff/students do you have at v. tech?
Jamie Boggs: VT has 7,000 total
Becky Nelson: thanks!
Sandy Silk: yes
Laura Carlson: yes
Michael Cyr: Do you have persons with disabilities using Slack? We have received reports that it is not accessible.
Scott Finkelstein: Slack has been great for projects, especially since things tend to get lost in multiple email threads

Kristin: +1 for slack!

Todd Jensen - Facilitator: We've found slack has increased employee engagement and provides more transparency to conversations and projects

Claire Gilbert: we are also using slack @VT within the central IT org

Jackie Milhans (Northwestern): We also use Slack, and it's been great for collaboration.

Claire Gilbert: it has been very helpful for us in better managing collaborative support issues + service outages in particular

Paul Schantz (CSUN): George Zamfir is a friend at Slack: https://slackhq.com/designing-slack-for-everyone

Michael Cyr: Thanks!

Jackie Milhans (Northwestern): How did you socialize slack and get people on it?

Jackie Milhans (Northwestern): *on it

Jackie Milhans (Northwestern): We've been using it here with a good success rate, but wondering if you had pushback.

Sandy Silk: You may find people are already using the free version and need you to get it under contract!

Kelsey Hall (UMass Amherst): @Michael - we tested slack and found the app to be a bit better in terms of a11y than the computer app.

Scott Finkelstein: I haven't used it outside of IT yet, but I'm using it to host "Virtual Office Hours" for the class I'm teaching. The students are warming up to it

Scott Finkelstein: I'm also using the free version, but we're in the slow process of purchasing the enterprise license

Jamie Boggs: VT has about 7,000 employees and in 2017 VT had 32,304 students.

Jackie Milhans (Northwestern): What are some things people have done to get people together? Tina provided some great examples.

Jason Strutz - Illinois: Can anyone compare the Slack experience to Microsoft Teams?

Marcia Dority Baker: https://www.btaa.org/about/groups

Tina Pappas (Rutgers U.): @Jason that's a BIG question. You may want to consider the EDU Cloud Tech Slack team. That's come up there in detail, and you'd be able to ask people running both or either for their insight.
Jen Bellenger (UC Berkeley): We have a very active One IT Community where we host events, professional and social- https://technology.berkeley.edu/one-it

Tina Pappas (Rutgers U.): @Jason more info - https://www.educause.edu/community/cloud-computing-constituent-group

Jason Strutz - Illinois: Thanks Tina!

Jackie Milhans (Northwestern): @Jen Bellenger - Thanks for sharing this link!

Courtney (Trinity U): Anyone else here at a small school (500-3,000 students)? These are great ideas, but not always sure how to translate them to a much smaller staff.

Allan Chen: 2200 students here. thinking hard about how to apply this to a staff of 25 IT folks

Courtney (Trinity U): Maybe a group of those with smaller staffs can work together to come up with smaller scale applications.

Allan Chen: +1

Becky Nelson: We have more IT staff at UMD, but aren't a huge school. Some of these things are certainly easier than others. Jackie's tips on hiring, for instance, are still applicable. : )

Allan Chen: Yes, the hiring tips translate universally.

Jen Servedio: we have a wit group in NY6

Sandy Silk: Or you may be able to partner with some local groups - whether WIT, Girls Who Code, or other special interest groups

Jackie Milhans (Northwestern): @Marcia - Sometimes it can be a bit overwhelming when trying to start something across different institutions. How did you meet your colleagues in this effort and how would you suggest finding partners when you're interested in starting/participating in something.

Courtney (Trinity U): We're small and broken into tiny director kingdoms -- very hard without any central IT HR sort of setup to get consistency in hiring when each director has historically done their own thing and had nearly 100% control of the process.

Tina Pappas (Rutgers U.): @courtney perhaps reaching out to those directors with the idea of coordinating methods or strategies?

Kelsey Hall (UMass Amherst): Curious about how people are working to include disability as part of diversity? How are you encouraging this understanding? How are you educating - primarily able-bodied, male leadership- about this?

Becky Nelson: Also, focusing on a small win - one or two departments, and showing success there can help bring others along

Courtney (Trinity U): @Tina Oh, I've tried! They love having control and several are resistant to changing how they do things.
Jackie Milhans (Northwestern): @Courtney - Finding friends at other institutions and partnering on efforts can help tap into a larger community.

Tina Pappas (Rutgers U.): Trying something at a large scale like Rutgers, still starts small. For everything I try, my attendance rates are 12-30? Sometimes ~60? Many of my ideas start with a think tank I informally create of 2-3 people I bounce ideas off of.

Becky Nelson: +1 to @Jackie's suggestion of partnering with allies at other institutions

Sandy Silk: Make sure your male allies are also volunteering!

Tina Pappas (Rutgers U.): @Courtney you're not alone. What's one thing you'd like to see change the most? Or something you think is a ripe opportunity?

Jackie Milhans (Northwestern): Love local meetups! Also a great resource for recruiting : )

Becky Nelson: Agreed!

Tina Pappas (Rutgers U.): Maybe start there, then start really small, and try to grow it organically? I have an experimental approach to my efforts because there are a lot of cultural, political, and strategic avenues to navigate.

Elizabeth: @courtney you could always try to connect with others that are related offices that may not be IT (like IR or other functional users). Maybe they have a relationship that was built that you can leverage.

Courtney (Trinity U): @Tina I would love to see search committee selection become more standard and diverse, for application selection to be blind (right now there are names), and for screenings to take place AND use a set of fair questions as first steps.

Scott Finkelstein: Re: interrupting, sometimes two people speak up at the same time, and the loudest voice wins. It's sometimes, just yielding

Jackie Milhans (Northwestern): Thanks, Marcia. Great ideas shared!

Allan Chen: We have equity advocates on all searches on campus. These were fueled by a faculty initiative, interestingly enough, but extended to staff when they had extra seats at training.

Becky Nelson: @scott and being aware of when you are the person who is most often yielded to

Becky Nelson: (and yielding yourself)

Allan Chen: this has helped a lot in creating more equitable processes and introducing ideas and language that support diversity and inclusion

Scott Finkelstein: @Becky that's true
Courtney (Trinity U): @Allan interesting... I haven't heard of anything like that from HR or any other groups on campus yet but we did just recently hire the first ever Director of Diversity and Inclusion so maybe that will change.

Jackie Milhans (Northwestern): I've heard great things about Women Advance IT and we have a team member (Janna Nugent) presenting!

Allan Chen: @courtney maybe an initiative can start there.

Allan Chen: with that new Director

Allan Chen: yup

Kelsey Hall (UMass Amherst): yup

Becky Nelson: that definitely sounds like an opportunity, @courtney!

Amy Holter: I can hear

Karen Rankin: hear ya

Claire Gilbert: I have attended as well and found it really valuable!

Marcia Dority Baker: https://its.unl.edu/conference/

Jackie Milhans (Northwestern): MOR Leaders: https://www.morassociates.com/mor-leaders-program

Christine 2: We are too small for a formal process but do individual coaching informally.

Todd Jensen - Facilitator: Please share your thoughts and questions in this chat area, as well as via Twitter using the #EDUchangemaker tag

Angi Faiks: Yes

Kelsey Hall (UMass Amherst): Curious about how people are working to include disability as part of diversity? How are you encouraging this understanding? How are you educating - primarily able-bodied, male leadership- about this?

Tina Pappas (Rutgers U.): Your question is up next Kelsey!

Tina Pappas (Rutgers U.): For anyone needing to drop off early, please consider leaving your feedback about today's event: https://docs.google.com/forms/d/e/1FAIpQLScC1kcYH-XiAAadU7yDtO7BCIUTzb60F8Iese5KpcmGAXR4nPw/viewform

Kelsey Hall (UMass Amherst): Thank you!

Becky Nelson: If there are more questions, please add them to chat!

Jackie Milhans (Northwestern): Also, please share any small (or big) changes you're made or seen at your institutions!
Claire Gilbert: @Kelsey if you'd like any more specifics on things we're working on I'm happy to connect you with our accessible technologies folks.

Tina Pappas (Rutgers U.): Yes, post here. And also feel free to contact any of the speakers directly. Today's presentation slides and recording will be made available for on-demand viewing.

Kelsey Hall (UMass Amherst): We always love to hear about what others are doing, primarily in terms of #a11y and educating leadership.

Kelsey Hall (UMass Amherst): @claire - thanks! : )

Scott Finkelstein: Does any of the smaller universities take part in regional gatherings and forums with IT departments in within your state or region? We find those to be great for collaboration and sharing ideas

Becky Nelson: Great question, @scott!


Tina Pappas (Rutgers U.): https://www.educause.edu/about/discover-membership/educause-ambassador-toolkit

Becky Nelson: Here's one of the resources I mentioned: http://www.menaspeacemakers.org/

Scott Finkelstein: @Becky the only downside is that the one we have (New York Higher Education Technology Forum) is an annual event and there is a loss in momentum in between

Becky Nelson: That sounds like an opportunity for someone! ;)

Scott Finkelstein: But we've been trying to organize smaller gatherings in between

Becky Nelson: But yes, that is a challenge

Bernad: Thank you to the panelists!

Claire Gilbert: https://assist.vt.edu/ for some online additional info on our accessible tech team

Gloria Camarillo: Thank you!


Becky Nelson: Thank you, everyone!

Marcia Dority Baker: Thanks everyone!

Guest1: thank you all

Jackie Milhans (Northwestern): Thanks, all!
Kelly Roark (Northwestern): thanks to the presenters - it's nice to see so many women working to make our workplace better

Tricia Byrne: thank you

Patricia Clay, HCCC: Thank you

Tina Pappas (Rutgers U.): Thanks @ Kelly

Tina Pappas (Rutgers U.): Find us on LinkedIn or EDUCAUSE's **website** : )