New Faculty Orientation
August 2022
Diversity | Equity | Inclusion

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OFFICE LOCATION: OHE 200K
Overview of DE&I Initiatives at USC Viterbi

“Mission Statement

In our engagement in engineering education and research we benefit strongly and unequivocally from our unwavering commitment to diversity and inclusion, for all our constituencies, students, faculty and staff.”
Racial Equity-Minded Action: What does it mean?

What people think DEI issues are:
- Representation
- Trainings

What DEI issues actually are:
- Skills Training & Coaching
- Transforming systems, policies, & practices
- Managing fatigue, overwhelm, cynicism, & shame
- Equipping C-suite with inclusive leadership skills
- Building employee resource groups (ERGs)
- Recruiting & retaining underrepresented talent
- Preparing companies for changing demographics & disruptive trends
- Surveying employees
- Naming microaggressions & white supremacy culture traits
- Building supplier diversity programs

USC Viterbi School of Engineering
Looking Forward – USC Culture Journey

Culture Journey Shared Vision

1. All behaviors are guided by our unifying values

2. The institution's systems and processes support, define, and incentivize those behaviors

3. Speaking up and sharing are promoted in an environment where everyone feels safe and protected
Our Culture Journey

2017
CREATED A TASK FORCE
ON WORKFORCE STANDARDS AND EMPLOYEE WELLNESS

2018
REPORTED TASK FORCE FINDINGS & IDENTIFIED CULTURE FOCUS AREAS

2019
POLLED NEARLY 20,000

2020
FACILITATED 175+ CULTURE SESSIONS
WITH 4,400+ STUDENTS, FACULTY, & STAFF

OUR CULTURE JOURNEY CONTINUES
ANNOUNCED UNIFYING VALUES
NOVEMBER 16, 2020

IDENTIFIED RECOMMENDED ACTIONS TO IMPROVE SYSTEMS & PROCESSES

CONDUCTED 33 LEADER DEBRIEFS WITH DEANS & UNIT LEADERS

24,000+ TROJANS AND COUNTING ACTIVELY INVOLVED
CREATING PSYCHOLOGICAL SAFETY

- Make work about learning not execution
- Acknowledge your own fallibility
- Model curiosity and ask questions

PSYCHOLOGICAL SAFETY CHECKLIST

- Ensure everyone knows what is expected of them
- Treat people as they want to be treated
- Be inclusive in decision making
- Define team values and behaviors
- Hold retrospectives
- Admit fault first
- Invite feedback and advice
- Show vulnerability and emotions
- Be firm with negative behaviors
- Be patient
Office of Professionalism and Ethics
A central resource for complaint monitoring and investigations

How to Report  Reporting Resources

Upholding the high integrity of a world-class institution
OUR MISSION

The Office of Professionalism and Ethics (OPE) serves as a centralized clearinghouse for complaints and the subsequent tracking of those complaints at USC’s University Park and Health Sciences campuses and all university programs and affiliates.

The office also provides oversight of investigations and there are instances when OPE will be charged with conducting formal investigations. OPE only investigates cases in specific instances at the direction of the Vice President of OPE or USC Senior Administration.

REPORTING OPTIONS

Individuals are encouraged to report complaints directly to OPE through the University’s Help & Hotline reporting portal, which is available 24 hours a day through this secure online form or by speaking with a representative at 213-740-2500. Individuals have the option to submit complaints anonymously. Complaints may also be submitted by email at ope@usc.edu.
HOW ARE REPORTS SUBMITTED TO OPE FOR TRIAGE?

01. HELP & HOTLINE
OPE maintains the University’s central Help & Hotline complaint reporting portal.

02. REFERRALS FROM PARTNERING OFFICES
Partnering offices such as EEO-TIX or OCAP may refer matters to OPE for triage.

03. OPE EMAIL
Reporting parties able to submit reports to OPE directly through ope@usc.edu.

04. DPS REPORTS
DPS reports involving potential misconduct by a member of the University are forwarded to OPE for triage.

05. PHONE CALLS/IN-PERSON
Reports may be made to OPE directly by phone or in-person.

06. MEYESTRO & I-SIGHT CASES
OPE staff monitor and quality-controls newly created Meyestro and i-Sight cases by partnering offices for additional reporting.
Complaint Triage Checklist Understanding Federal and State Reporting Obligations

- **Clery Act** crimes that occurred on Clery geography that require reporting to the University’s Office of Culture, Ethics and Compliance (Clery & Youth Protection Office).

- **Title IX** prohibition against protected class discrimination, harassment and retaliation that requires timely referral to the Office for Equity, Equal Opportunity & Title IX.

- **Mandated Reporting** for crimes involving minors, elderly and dependent adults requiring timely notification to law enforcement and the University’s Office of Culture, Ethics and Compliance (Clery & Youth Protection Office).

- **SB 425** required reporting to the CA Medical Board based on any written patient complaint against a licensed practitioner where sexual misconduct is alleged. 15-day reporting requirement.
COMPLAINT INTAKE WORKFLOW

COMPLAINT SUBMITTED
- Report is submitted to OPE directly or by referral

TRIAGE
- OPE staff identify appropriate office for resolution and any reporting obligations

RESPONSE TO RP
- OPE sends response to reporting party confirming receipt and identifying recipient office.

ROUTE
- OPE sends referral email with report to reviewing office.

DOCUMENT
- OPE or recipient office documents report and future resolution in i-Sight or Meyestro.
Anonymous Reporting • Investigation • Accountability

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OPE, like other university investigative offices, is an impartial factfinder of policy violations. Discipline is handled by a separate entity with the power to issue sanctions when warranted (such as the Faculty Committee on Professional Responsibility, Student Judicial Affairs and Community Standards, Human Resources, or the Keck Hospitals/USC Care Integrated Executive Peer Review Committee). Additionally, investigative units that receive complaints directly will provide OPE with updates and resolutions.

How to report through OPE
INTEGRITY AND ACCOUNTABILITY CODE

There are many different forms of retaliation, including unwarranted discipline or termination, verbal or other types of abuse, unfavorable changes to working conditions, being excluded from workplace events and being shunned by coworkers. USC will not tolerate retaliation against anyone who, in good faith, asks questions, makes a report or cooperates with an investigation.

WHAT TO EXPECT WHEN YOU USE THE USC HELP & HOTLINE

The Help & Hotline is available 24 hours a day, seven days a week.

It can be reached at (213) 740-2500 or (800) 348-7454 or by clicking here.

When you contact the Help & Hotline, you may choose to remain anonymous where allowed by local law. All reports will be treated equally whether they are submitted anonymously or not. Reports made anonymously may limit the university’s ability to fully investigate the concern.

You also have the option of calling the California Attorney General’s Hotline, (800) 952-3928.

REPORTING IN “GOOD FAITH”

Making a report in “good faith” means that you report truthfully and honestly about the facts and information that led to your concern, regardless of whether the investigation of your report uncovers any actual misconduct. Anyone making a knowingly untruthful report of unethical conduct may be subject to possible disciplinary consequences.

"Help & Hotline" NAVEX EthicsPoint portal
School and University Resources

USC Viterbi Resources to Bookmark

- Diversity, Equity and Inclusion at USC Viterbi
  - Employee Resource Groups
- Center for Engineering Diversity
- Academic and Wellness Resources for Viterbi Students

University Resources

- USC Campus Wellbeing and Education
- USC Office of the Ombuds
- USC Workwell Center
- Center for Excellence in Teaching
- USC Integrity and Accountability Code
- USC Office of Professionalism and Ethics
Thank you for listening, and Welcome to USC and Viterbi School of Engineering!