



Engagement, Inclusion, and Diversity Council

VICE CHANCELLOR FOR FINANCE AND ADMINISTRATION
UNIVERSITY OF WISCONSIN-MADISON

Administrative Information Management Services (AIMS) ACTION PLAN

DATE: 11/8/18

INTRODUCTION/ SUMMARY	<p>The AIMS 2018 EID Action Plan addresses the needs and values of staff, such as the need for professional development and training opportunities for employees and developing and encouraging growth from leadership, managers and supervisors, and the need to improve the overall well-being of employees by informing them of accessible resources on campus and assisting them with attaining recognition and compensation for their performance. As outlined below, the AIMS EID team will approach leadership to implement changes to address the values and needs of the unit and create new processes where it's needed.</p>
PROGRESS UPDATE (SINCE LAST EID ACTION PLAN)	<p>Since the date of our last EID action plan AIMS has made progress or successfully achieved the following actionable goals:</p> <p>Improve campus life:</p> <ul style="list-style-type: none"> • Transitioned new members to the AIMS EID team; including five AIMS staff members who have not served on the team. • Updated our EID action plan for FY2018 • Completed the sixth run of the Urban League's IT Careers Academy (ITCA); a partnership between AIMS, UW Housing and the Urban League of Greater Madison (ULGM). <p>Be a best place to work:</p> <ul style="list-style-type: none"> • Implemented the new Performance Management and Development Program (PMDP) for all full-time staff at AIMS and as of October 2018, AIMS management is in the process of completing annual reviews for all direct reports. • As part of last year's action plan, AIMS will continue to emphasize the need for an employee recognition program as outlined in our action plan for this year. • 2018 EID survey results were reviewed by the AIMS EID team and shared with both AIMS leadership and staff. An all staff meeting was held to discuss the survey results and actionable items for this year's plan. <p>Campus Investment in Infrastructure:</p> <ul style="list-style-type: none"> • The AIMS EID team has been meeting on a regular basis; moving from a quarterly to a monthly basis as of July 2018. • Continue to make regular enhancements our new employee onboarding program including our peer partner or mentoring program. Since the creation last year's action plan, AIMS has on-boarded six fulltime staff and all were assigned a peer partner/mentor upon hire as part of the AIMS onboarding program. <p>As part of the AIMS onboarding program, all new AIMS employees (fulltime and student hourlies) are made aware of EID and are encouraged to review the current AIMS EID action plan. For the coming year, the AIMS VCFA EID council representative and AIMS EID chair will work with the VCFA EID coordinator to ensure that all AIMS EID team members are trained in EID and EID principles.</p>

	OBJECTIVE(S)/OUTCOME(S): What are measureable targets to address this priority? What outcomes would you like to achieve?	ACTIVITIES: What action steps can be taken to achieve this objective/outcome?	MEASURE(S): How will this objective/outcome be measured? How will progress be measured?
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<p>VCFA EID PRIORITY 1: Build capacity and skills for leadership, managers and supervisors to be effective in their roles and to be accessible and accountable to employees</p>	<p>OBJECTIVE(S)/OUTCOME(S):</p> <ul style="list-style-type: none"> ● Employees will be satisfied with managers and leaders above their immediate supervisor through increased transparency and visibility ● Increase capacity of leaders, managers and supervisors to be effective in their roles. ● Increase accessibility of leaders, managers and supervisors to their employees or direct reports. ● Increased awareness and knowledge of EID competencies among leaders, managers & supervisors. 	<p>ACTIVITIES:</p> <ul style="list-style-type: none"> ● Develop regular trainings that focus on managerial and relationship-building skills for managers & supervisors in the next 6 months. ● Develop a consistent process (or refine a process) for managers and supervisors to meet and check-in with their employees on a regular basis in the next 3-6 months. ● Develop new mechanisms for employees to share their feedback or voice their concerns throughout the year. ● Embed EID competencies into performance management programs. 	<p>MEASURE(S):</p> <ul style="list-style-type: none"> ● Leaders, managers and supervisors understand and are able to articulate their role as it relates to the employees they supervise. ● Leaders, managers and supervisors are meeting and checking-in with their staff regularly to ensure that employees are supported in their work. ● Progress can be measured via performance evaluations or regular conversations with unit leaders. ● Improved responses to EID survey question Q5H regarding transparency of management above my direct supervisor in survey 2020.
<p>VCFA EID PRIORITY 2: Provide professional development and training opportunities for employees to build their skills and grow in their roles</p>	<p>OBJECTIVE(S)/OUTCOME(S):</p> <ul style="list-style-type: none"> ● To maintain a highly skilled staff in the IT field which is a competitive market ● Increasing staff productivity and individual satisfaction ● Aligning employee development with the organization's needs 	<p>ACTIVITIES:</p> <ul style="list-style-type: none"> ● Individual development plans leveraging PMDP ● Develop a training catalog for staff targeted to IT ● Regular CELS representative meetings with management and leadership for consultation and recommendations for individualized staff training ● Develop policies and procedures for requesting training 	<p>MEASURE(S):</p> <ul style="list-style-type: none"> ● Increase in staff feeling that they are prepared for promotional activities and feel an increased well-being at work (next EID survey) ● Increase in staff feeling that they are recognized for their work and provided additional opportunities through training ● Reduction in time to close tickets by staff ● Improved response to question Q3K from the EID survey in the next survey.
<p>VCFA EID PRIORITY 3: Employees are recognized for their work and are aware of promotional opportunities within their unit</p>	<p>OBJECTIVE(S)/OUTCOME(S):</p> <ul style="list-style-type: none"> ● Annual performance reviews will be leveraged for employees to receive recognition for their work by their supervisors ● Leadership and management will make employees aware of and provide direction for employees to obtain promotional opportunities within AIMS 	<p>ACTIVITIES:</p> <ul style="list-style-type: none"> ● Supervisor & staff identify positive contributions to AIMS during biannual review ● Supervisor & staff member identify areas of needed growth during annual review process that could lead to promotion. ● Management work with EID team to create a strategy for providing recognition to staff. 	<p>MEASURE(S):</p> <ul style="list-style-type: none"> ● Promotional actives added to each person's annual review. ● AIMS providing resources to management so they can recognize staff for exceptionalism. ● Increase in positive responses to question Q3E from EID survey. Results would appear in 2020 survey.

	<ul style="list-style-type: none"> ● Create opportunities to recognize staff for milestones and events such as years of service, job well activities, birthdays, etc. 		<ul style="list-style-type: none"> ● Increase the number of organized activities EID team and management organize for staff in the next year.
<p>VCFA EID PRIORITY 4: Policies are widely known, are accessible and are applied equitably to employees</p>	<p>OBJECTIVE(S)/OUTCOME(S):</p> <ul style="list-style-type: none"> ● Have staff be able to identify policies of AIMS and have understanding on how they are applied ● Make sure staff know where to find all policies and procedures. ● Make sure all staff are getting onboarding process when they join AIMS 	<p>ACTIVITIES:</p> <ul style="list-style-type: none"> ● Listening sessions from staff about confusion with policies and suggested changes. ● Document any undocumented policies or procedures. ● Supervisor & staff discuss these policies during check-ins ● Annual review of policies by leadership and discuss possible changes/updates needed. 	<p>MEASURE(S):</p> <ul style="list-style-type: none"> ● Reporting from supervisors to directors that discussions have taken place with each employee over the course of the year. ● Reporting out of changes being considered to staff via team meetings that are led by supervisors or during an all staff meeting. ● Employees take review test on understanding of policies.
<p>PRIORITY 5: Employees are recognized for their contributions in the workplace through increases in salary and compensation based on the performance in their roles as defined in their position description</p>	<p>OBJECTIVE(S)/OUTCOME(S):</p> <ul style="list-style-type: none"> ● To help all AIMS staff understand the title and compensation study results and how it might affect their position and salary ● Add discussion point to annual review process salary and compensation ● Standardize a process for AIMS employees to request raises 	<p>ACTIVITIES:</p> <ul style="list-style-type: none"> ● Hold all staff meeting to discuss title and compensation study when it's completed ● During annual review discuss what activities and achievements can be done to be considered for additional compensation ● Document process for requesting additional compensation 	<p>MEASURE(S):</p> <ul style="list-style-type: none"> ● Items added to annual review that are designed lead to additional compensation ● Employees have a documented process of preparing a request for additional compensation ● Employees have a sense of guidance from annual reviews on how to gain additional compensation ● Improved responses to EID survey question Q3G in the next EID survey.
<p>PRIORITY 6: Employees will be provided with opportunities to enhance their well-being at work</p>	<p>OBJECTIVE(S)/OUTCOME(S):</p> <ul style="list-style-type: none"> ● Provide a more comfortable work environment. ● Stress reduction opportunities ● Identify campus resources that could lead positive well-being 	<p>ACTIVITIES:</p> <ul style="list-style-type: none"> ● EID find campus services that relate to positive well-being ● EID will communicate with staff about positive well-being opportunities (classes, seminars, groups, etc.) ● EID will try to encourage and provide well-being opportunities in the work place (work out class, healthy eating habits, etc.) 	<p>MEASURE(S):</p> <ul style="list-style-type: none"> ● Employees have an understanding of campus resources that are available to increase their well-being ● Employees are informed by EID of well-being opportunities as they are available ● Employees will feel that EID is encouraging their well-being by providing opportunities in the office

CONTACT INFORMATION

For more information or details about the Employee Engagement, Inclusion & Diversity action plan and initiatives within the [AIMS](#), please contact:

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