

# Michigan State University

## INSTITUTIONAL DIVERSITY AND INCLUSION

### Program Planning and Operating Procedures Manual

The Office for Institutional Diversity and Inclusion (IDI) at Michigan State University is committed to the principles and practice of DEI to every degree that people participate at the university. IDI leads in promoting a culturally inclusive, safe, and supportive environment that is free from any form of unlawful discrimination, bias that treats people differently because of their identity, or inequities that create roadblocks and hardships that stand in the way of people reaching their career goals and full potential.

Members of the Spartan community are invited to participate as volunteers on any of the University-wide DEI planning committees that are coordinated by Outreach and Engagement, in the Office for Institutional Diversity and Inclusion (IDI). Effective September 2022, these *Program Planning and Operating Procedures* (PPOP) will provide guidance to IDI planning committees. Why are standard operating procedures important? According to one source written by author [David Oragui](#),

“Standard operating procedure documentation is important because it allows organizations to systematize their processes, always keep all team members and other stakeholders on the same page, and move forward in a singular, cohesive manner.”

Starting September 2022 planning committees and Program Coordinators in IDI will work together to reach agreements to plan events using the PPOP. Once implemented, IDI welcomes feedback from committees as they use the manual as a guide to plan events. It is important to mention, though, to avoid pitfalls and misunderstandings, strict adherence to the procedures by both parties is critical. On occasion when there is a need to adjust or make changes to an original agreement, both parties must agree in writing before changes are made final. Otherwise, planning committees run the risk of not receiving the funding that they request, or other types of support that can be provided by staff in IDI.

Committees are expected to review, become familiar with, and follow the PPOP guidelines. Only staff in IDI are authorized to make changes to this document and any forms associated with it. However, feedback from members is welcomed on ways to improve them, this is a living document. Onboarding of new members should be significantly easier when applying the PPOP. It is important that all members are informed and prepared to conduct the business of committees.

Please consult with the Senior Outreach and Engagement Coordinator in the Office for Institutional Diversity and Inclusion if you have questions about these procedures.

# Operating Procedures

## University-wide DEI Programs

The Office for Institutional Diversity and Inclusion is responsible for coordinating planning committees and assisting with the coordination of the following University-wide DEI programs:

- [Dr. Martin Luther King Jr. Commemorative Celebration](#)
- [Excellence in Diversity, Equity, and Inclusion Awards](#)
- [César Chávez and Dolores Huerta Commemorative Celebration](#)
- [MSU Juneteenth Celebration](#)
- [IDI Speaker Series with the Vice President and CDO](#)
- [Welcome Reception for New Faculty, Administrators and Staff at MSU](#)<sup>1</sup>

## Program Purposes

- To create opportunities for individuals from different backgrounds to **share stories, learn from each other, to acknowledge historical and current events that have changed lives, and to honor individuals** who are recognized nationally and locally as leaders who dedicated their lives advocating for **social justice** which includes access to resources, equity, participation, diversity, and human rights.
- To **celebrate, award and acknowledge** achievements of MSU faculty, students, support staff and administrators whose efforts align with MSU's DEI Report and Plan.
- To **demonstrate MSU's commitment** to live our shared values every day around diversity, equity, and inclusion and to lead by example in being a safe, welcoming, and respectful campus.

## Goal setting

Most of us have a sense of pride in our work and we want to know that our efforts were received well by the communities we serve. Setting goals as programs are planned is a good way to conduct committee business. Goals provide a sense of direction, motivation, a clear focus, clarify importance and are a target to aim for. IDI encourages committees to apply the [SMART](#) goal technique to help guide goal setting. SMART is an acronym for **S**pecific, **M**easurable, **A**chievable, **R**ealistic, and **T**imely. A SMART goal incorporates all these criteria to help focus a committee's efforts and increase the chances of achieving its goals.

## Committee Composition

The composition of DEI committees is important. Participation should reflect the University community and align with MSU's DEI values. Invitations to participate should extend to individuals who express interest in participating, or who are members of recognized organizations comprised of MSU faculty,

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<sup>1</sup> Must be a current member of a recognized CoREM organization to participate.

academic staff, graduate and undergraduate students, support staff, administrators and, in some cases, from external communities. However, committees should mostly comprise representatives of MSU.

IDI coordinators and committee leaders are responsible for ensuring that diverse representation exists on committees. To ensure that the missions of IDI and the [DEI Strategic Report and Plan](#) are the central focus as committees are created, intentional and thoughtful consideration of and effort should always be made to invite people with different identities and from diverse cultures including international students, faculty, and staff, and, being mindful when information is known but never solicited, individuals that identify as a person with a disability and LBGQTQ.

## Committee Process

Committees will be led by members who are chosen by committee members to serve as chair/vice chair or co-chairs, whichever they prefer to define their leadership. The decision about leadership is to be made at the annual debriefing meetings, which is the final official meeting of the program year.

Members who are interested in being selected as a committee leader, can be nominated by another member, or individuals can self-nominate. When nominations are accepted by the group, nominees should provide a brief oral statement, not longer than 3 minutes, to the committee explaining why they are interested in the position and why they believe they have the skills and experience to successfully lead the group.

A simple majority vote among members present at the debriefing meeting will confirm the leaders. Committee leaders will serve for one year, however, if there are no new nominees put forward and current leaders are interested and the committee agrees, they can be reappointed to serve for the next cycle.

### Leadership responsibilities

Early planning has been proven to be beneficial for all involved, therefore, committee leaders should work with the IDI to schedule the first meeting in September every year.

Committee leaders are expected to work with IDI program coordinators to:

- Meet with IDI Coordinators in August to prepare for the coming program year.
- Set annual meeting schedules, making the effort to avoid, as much as possible, overlapping with other committee meetings so that the IDI program coordinators can attend.
- Make sure pertinent information, i.e., agenda, meeting reminders, and meeting notes/minutes are [accessible](#) and distributed timely, at least one week prior to the next meeting.
- Ensure that relevant University policies and procedures are always followed, including branding standards.
- Provide regular updates to the IDI coordinating office, including the Fiscal Officer, to keep lines of communication open, trouble shoot issues and respond timely to questions or concerns.

- Monitor budgets approved by IDI to avoid overspending.
- Partner with the **Communications Manager** to make sure that information needed to be communicated broadly is accurate and provided timely.
- Strategically schedule final **debriefing meetings** as early as possible following the program, but **after** the summary report has been compiled and submitted to IDI. Each committee member should receive an electronic copy of the report, at least one week before the debriefing meeting. Standard practice should be to extend an invitation to the Vice President/CDO to attend debriefing meetings which serve as end-of-the-year review meetings. Vice President/CDO office protocol should be followed to set this appointment without delay.

### **Committee responsibilities**

- Committees are expected to **meet for the first time soon after the start of fall semester** and on a regular basis until the completion of the program.
- The first and most important task for committees is to develop and submit to IDI a program [proposal](#), seeking approval of the initial program outline and funding if requested.
- Proposals **must** be submitted, minimally, 90 days prior to an event, the earlier, the better. Failure to comply with this timeline can result in the committee not receiving funding they desire from IDI.
- Feedback on proposals submitted to IDI will be provided to Committee leaders within two weeks after the application is received.
- Committees can choose to meet in person, virtual in Zoom with captioning on, or use a hybrid meeting model. When meetings and programs are scheduled in person, effort should be made to schedule in spaces on campus that are [barrier free](#) and have [all gender restrooms](#) (single occupancy restrooms) or lactation stations. Contact the [WorkLife Office](#) for more information.
- Audiences that attend MSU's DEI programs have unique and desired qualities. IDI Programs must be shining examples of MSU's definition of DEI as described in its mission. Not one time or sometimes, but committees must **always be mindful of and consistent in practicing diversity, equity and inclusion when designing events.**
- **Religious Observance:** Michigan State University has long had a policy to permit students, faculty/academic staff, and support staff to observe those holidays set aside by their chosen religious faith. Committees planning events should be sensitive to the observance of these [holidays](#) by not scheduling events on those days.
- Although not mandatory, IDI strongly encourages committees to consider the size of their audiences, and the type of programs being planned and provide **interpreters** for hearing

impaired participants. Contact the [Resource Center for Persons with Disabilities](#) for more information.

- At in-person events, participants should be informed at the start of each program the **location of restrooms** in the facility. Be aware of the distance between elevators, ramps, and program spaces in relation to the restrooms. Be sure that sinks, soap dispensers and towels/dryers are accessible to all participants.
- Many DEI programs are **family friendly**. When selecting spaces to host events like these, consider whether restrooms provide changing tables.
- When scheduling in-person events, a variety of **seating options** should be available. Ask yourselves, are chairs adequate for larger bodied or pregnant participants? Is there room to stand for those who can't sit for long periods of time? Test out the seating options. Are they comfortable?
- Provide a **map** or be specific about where elevators and ramps are located to program spaces. Consider posting signage if the venue does not have any or clearly explain where elevators and ramps are located and how participants can access them.
- Online **registration/reservation** forms should be easy to access, to complete and always include questions about accommodations relative to food allergies or dietary restrictions, a need for interpreters, open seating arrangements, or other special needs.
- Be sure that all **meals** are equitable to the standard entrée provided regardless of dietary restrictions. Be sure that everyone has a meal that satisfies their dietary needs and provides enough food for each meal. Be sure that there are equitable options for those with dietary restrictions.
- Consider including detailed **directions to the facility**. Think about including local landmarks, use of both cardinal directions (east, west, left, right, etc.) and landmark directions (enter through the doors closest to the parking lot, etc.). Think about using written, verbal, and pictorial directions. Be sure to include any construction issues or route changes prior to the event.
- At **annual debriefing meetings**, committee members should make the effort to attend and be prepared to engage in conversations for the purpose of analyzing the effectiveness of programs. It is important that all committee members contribute to the discussion. Everyone's opinion is important. This is also the time for committees to select leaders for the upcoming program year.
- DEI Planning Committees are not solely "think tanks" where ideas are explored and someone else implements the ideas. DEI Planning Committees are holistic in that they create, develop, and implement their ideas. That is why **teamwork** is so vital to the smooth operation and success of these programs. When committees decide on the framework of the program, all members should volunteer to serve on subcommittees or take on some responsibility for

completing tasks. Because these are University-wide events that are large, again, teamwork is vital.

- If **symbolic social justice marches** on campus are part of an event, please be sure to coordinate the route with the MSU Police and follow all University policies and procedures that apply to locations such as The Rock.
- Programs should include opportunities for audiences to provide feedback to describe their experiences. **Evaluation instruments** can be designed and distributed in paper form at events or as online. The goal is for committees and IDI to receive feedback to measure the quality of events by obtaining useful information for future planning.

## Fiscal responsibilities and management

- In collaboration with the IDI Program Coordinator, the Fiscal Officer in IDI is responsible for overseeing program budgets. They work closely with program committees to manage income and expenses.
- The IDI Fiscal Officer is responsible for and authorized to establish protocol and operating procedures for committees to follow.
- When funding support has been requested by committees using the proposal process and funding is approved, methods used to collect funds, and how expenses will be paid is the responsibility of the Fiscal Officer to set IDI standards for committees to follow.
- Committee leaders and the Fiscal Officer work together to ensure that University accounting policies and guidelines are always followed.
- General members are free to research costs of products and services but must seek approval of their committee leaders before spending or making financial commitments to external sources.
- Committee leaders and the Fiscal Officer communicate frequently to ensure that their work flows smoothly, and they synchronize their efforts.
- Committee leaders are free to create their own budget spreadsheets or use the simple [template](#) available online.

## Fundraising

When committees decide to raise funds to support programs, it should be viewed as an activity that is important, thought of as a priority and acted on early and strategically. A clear and easy and professional process should be established to reach out to potential donors. Members of the committee assigned to oversee fundraising should, first, consult with the IDI Fiscal Officer to make sure that all

important details are included in the invitation letter and confirmation letters. Committees might find it helpful to establish a subcommittee to take responsibility for fundraising.

## Evaluations

One of the best ways to determine whether program goals are met is to survey audiences. Audiences are the best source to obtain information. Collecting this information will be the substance of a committee's summary report about the event. We want to know how many people participated, what their affiliation is, and, most importantly, what they thought about the event. Below are suggested categories and qualitative methods that can be used to design a survey is below:

- Name of the event
- Date of the event
- Examples of statements about the event that participants could respond to using the Likert scale below:
  - 1 Strongly disagree---2---3---4---5 Strongly Agree
  - Examples of statements might be:
    - The event was held at an accessible location.
    - The menu included food options that accommodated my needs.
    - Speakers used inclusive language during their presentations.
    - It was important to see visual aids using closed captioning or having interpreters present to assist guests who might have impaired hearing.
    - Program materials were in large print which was helpful.
    - From what I could determine, the audience was broadly diverse.
    - The atmosphere was welcoming and respectful of everyone.
    - Opening and closing remarks were thoughtful and helped to set a positive tone for the event.
    - Registering for the event was simple
    - I felt included.
  - Based on your participation, would you attend future events hosted by the Office for Institutional Diversity and Inclusion and invite others? Yes/No/Not sure
  - Affiliation: MSU Faculty/Academic Staff, Undergraduate student, Graduate/Professional student, Support Staff, Administrator, Other
  - Leave space in the form for participants to write their overall opinion about the event.

## Reports

Reports designed to summarize events are important to committees and to IDI. They serve to document committee activities, reflect level of participation, assess the quality of programs based on audience feedback, provide a detailed accounting of expenses, and are a good source of information for conversations about the value of these types of events.

Committee leaders should submit written reports to IDI not more than **40 days** following events. If an extended time is needed, Committee leaders should work with IDI to agree to a new submission date.

Organization of content is important if reports are going to be useful. Content should include:

- Title of the program and the theme
- Date(s) of the event
- If there were multiple events as part of a main program, list titles and dates of each
- Name of person submitting the report and their position on the committee
- Date of the report
- Introduction describing the purpose of the report (2-4 short paragraphs)
- Body of the report that focuses on details about the program, includes data analysis (number of people attended and what they thought about the program) and if goals were set, (i.e., did you set a fundraising or attendance goal?) were goals met? Were there challenges and how were they addressed?
- Overall program review summary

Following the debriefing meeting, decisions made during those meetings about direction for future planning should be added as the final section of program report. This document is to be viewed as the “annual” report and used as the planning guide for the next program year.

If you have questions about these procedures, contact: [Audrey Bentley](#), Sr. Coordinator, Outreach, Engagement and Compliance, Office for Institutional Diversity, Equity, and Inclusion, MSU.

## Appendix

[Program Proposal Form](#)

[Budget Spreadsheet Template](#)