FAQ – Diversity Training

This FAQ is intended to address frequently asked questions from learners about the ULearn online training courses titled **Diversity: Inclusion in the Modern Workplace** and **Managing Bias.** If there is a situation not covered by this FAQ direct staff to HR Workplace Equity and Inclusion at wei@miami.edu and faculty to Faculty Affairs at facultyaffairs.cg@miami.edu.

Why isn't the training on my transcript?

☐ Both trainings are available and open to all faculty and staff.

☐ Trainings were assigned to transcripts on Oct. 27, 2020 for staff and Nov. 5, 2020 for faculty.

☐ If a training does not appear on a transcript and the individual would like to access it, they may enter the title of the course in the ULearn search bar to find and launch the training.

Do I have to take this training?

☐ The University of Miami is committed to a culture of belonging and our values of diversity, integrity, responsibility, excellence, compassion, and teamwork.
This past summer, President Frenk outlined 15 University actions in our pursuit of racial justice. These actions include the expansion of diversity and inclusion training opportunities for faculty and staff.
It is highly encouraged everyone complete these two online programs: "Managing Bias" and "Diversity: Inclusion in the Modern Workplace." Direct questions regarding the importance of these trainings, to HR Workplace Equity and Inclusion at wei@miami.edu, or Faculty Affairs at facultyaffairs.cg@miami.edu.

I already took this training do I need to take it again?

☐ Slightly different versions of both training courses were available earlier this year. If one or both of those courses appear on the completed transcript there is no need to complete them again. If the courses appear on the active transcript as in progress, the learner has until Nov. 21, 2020 to complete the course. Access to the previous versions are only available through the learner's active transcript. Beginning Nov. 22, 2020, the previous versions will not be available, and learners will no longer have access to in progress courses.

Issues accessing, viewing or moving through the courses.

☐ For best performance please use: Mac: Chrome, Firefox, or Safari (latest version), or Windows: Chrome, Firefox, or MS Edge (latest version). As of November 30, 2020, Everfi, our training course provider, will be following Microsoft's guidance and will no longer support IE 11. For more information about system requirements go to https://everfi.com/minimum-system-requirements.

☐ Enable popups, clear cookies and cache (recommended time range: all).

☐ Third party cookies must not be blocked.

☐ All requests for action including answering questions and clicking boxes must be done before moving forward in the course.

☐ The browser window should be set to "actual size" to ensure all navigation buttons are visible including pause / stop / advance / continue. This may require the learner to zoom out or scroll down.

☐ The course automatically stops when the learner leaves the session for any reason. When the learner returns, the course can be resumed where it was left off.

☐ At the completion of each course, the learner will be taken to the course completion page. There they will have the ability to view and download a certificate of completion. If they are not taken there automatically, the learner may use the exit course button or X out of the training. The certificate of completion may be accessed through the completed transcript and by clicking on the view completion button.

Getting past the policy acknowledgement section.

☐ Both courses require learners to acknowledge the University's Equal Opportunity Policy. Learners must download the policy in order to activate the acknowledgement button. The download will open in a new window and a pdf of the policy may then be reviewed.

Can I take the course again?

☐ The learner may return to their completed transcript to review the courses. Both courses allow the learner to navigate quickly through the content in the event they are looking for a specific section.

☐ For Diversity: Inclusion in the Modern Workplace, the learner reenters the course on the completion page. To access the full course menu, click on the two horizontal lines in the upper right-hand corner, click on menu, and select the desired section to review.

☐ For Managing Bias, the learner reenters the course at the get started page and may begin the course. To access the course menu, click on the three horizontal lines in the upper right-hand corner, click on navigation and select the desired section to review.

Need more help?

☐ Staff: HR Workplace Equity and Inclusion at wei@miami.edu.

☐ Faculty: Faculty Affairs at facultyaffairs.cg@miami.edu

☐ Technical issues: Everfi Tech Support by using "Help' within the course or visiting https://support.everfi.com. Everfi support hours are M-F: 7 AM to 8 PM EST.

Communication to Staff.

Dear Colleagues,

This summer, President Frenk outlined 15 University actions in our pursuit of racial justice. These actions include the expansion of diversity and inclusion training opportunities for faculty and staff.

To that end, we are pleased to inform you that two online training programs are now available: "Managing Bias" and "Diversity: Inclusion in the Modern Workplace." These trainings are designed to help you understand various issues that impact diversity and inclusion in the workplace.

We encourage you to access ULearn to view the two programs below:

- **Managing Bias**
  This course defines bias, describes how it affects the workplace, and encourages learners to use that knowledge to reduce the negative effects of bias.

- **Diversity: Inclusion in the Modern Workplace**
  The course will help you think about the importance of a respectful working environment and the barriers that prevent full participation.

All staff are expected to participate in this virtual learning experience by the end of the calendar year so you will receive email reminders asking you to participate.

As this training is intended to be the first step in an ongoing development process, those who complete the online training will be eligible to participate in additional facilitated sessions on the topic of diversity as they are developed, including the well-received Diversity Interactive Theatre program. Initially piloted to leaders achieving 100% favorable reviews, this program has been converted to a virtual format and is customized to address workplace scenes addressing bias and micro-aggressions.

As our country continues to awaken to the impact of racial injustice, we will continue to step forward in solidarity by doing our part. We look forward to expanding our diversity and inclusion programming and continuing thoughtful and impactful dialogue across our campuses around issues of diversity, equity, and inclusion.

Thank you.

Mary Harper Hagan
Vice President
Human Resources

Communication to Faculty.

November 5, 2020

Dear Colleagues,

The University of Miami is committed to advancing racial justice on our campuses and in our local and global communities. Over the past few months, we have taken several important steps to making this commitment actionable. These include, but are not limited to the:

- Appointment of Professor Don Spivey as the Special Advisor to the President on Racial Justice
- Establishment of an ad hoc committee of the Board of Trustees on social justice and diversity
- Appointment of Professor Osamudia James as Associate Provost for Diversity, Equity, and Inclusion
- Investment in the Center for Global Black Studies
- U-LINK funding to address race, equity, and diversity

An important next step is the expansion of implicit bias and diversity development opportunities for faculty. As a first step, we are providing two immersive online programs: "Managing Bias" and "Diversity: Inclusion in the Modern Workplace." As UM's faculty members, we are all UM's most visible and influential leaders; our commitment to advancing our own personal growth and development should be sincere and demonstrable. Our expectation is that you use the break between the end of the semester and the start of Spring 2021 on Jan. 25 to join the four of us and the rest of the University's leadership in completing these modules. The modules, which represent our first steps toward a more comprehensive and tailored engagement, can be accessed in ULearn. They are:

Managing Bias
This module defines bias, describes how it affects the workplace, and encourages learners to use that knowledge to reduce the negative effects of bias.

Diversity: Inclusion in the Modern Workplace
This module will help you think about the importance of a respectful working environment and the barriers that prevent full participation.

As we have discussed with the Faculty Senate leadership who share in this commitment, the Faculty Senate's Committee on Equity and Inclusion, and faculty representatives, these two modules are considered a baseline for future immersive opportunities on diversity and inclusion and implicit bias. These future opportunities will be specifically tailored to faculty members. Additionally, we encourage you to please share your thoughts with us on what these additional opportunities should include. One way you can do this is by completing the engagement survey recently sent to you from the Office of Faculty Affairs: https://umiami.qualtrics.com/jfe/form/SV_1MI05m6Z7PrRaol

Thank you in advance for your continued support and commitment to advancing social justice at the U.

Julio Frenk
President

Jeffrey Duerk
Executive Vice President for Academic Affairs and Provost

Guillermo (Willy) Prado
Vice Provost for Faculty Affairs

Osamudia James
Associate Provost for Diversity, Equity, and Inclusion