**WHO WE ARE:**
The Office of Enrollment Management (OEM) was established in Fall 2014 and combines the offices of undergraduate admissions, financial aid, the university registrar, and new student programs into an enrollment unit charged with creating and sustaining an enrollment management effort that will lead to the optimal academic and student experience reflecting the vision of the leadership of the University of Michigan.

The office’s highest priority is to create and sustain a well-managed, student centered, evidence based, technology driven division that is innovative in its spirit, seeks to be best-in-class in all of our efforts, and supports and engages our staff within and across all the units of our organization while supporting the university’s mission and commitment to academic quality, diversity, equity, and inclusion.

**OUR YEAR ONE STRATEGIC OBJECTIVES:**
- Utilize diverse search committees and interview teams during hiring processes.
- Use targeted outreach strategies to create diverse and qualified applicant pools.
- Perform retention and exit interviews to improve our work environment and experiences.
- Reward staff members for participation in DEI events, programs, and training.
- Develop and maintain staff enrichment opportunities, including brown bag lunches, speakers, and a diversity track for our annual staff conference.
- Provide extensive review of benefits and services available to existing staff.
- Create an annual recognition award with a specific focus on DEI efforts.
- Begin a job audit and equity review process.

**OUR KEY HIGHLIGHTS FROM YEAR ONE:**
- A successful overall focus on training, development, and programming for staff, including monthly brown bag discussion sessions of various topics.
- A 91-percent completion rate for the university’s DEI climate survey.
- Two OEM-focused training sessions on Unconscious Bias that allowed for more than 80 staff members to explore biases and how they may affect perceptions, decisions, and interactions with others.
- A number of human resources-related highlights, including utilizing diverse search committees and interview teams, targeted outreach strategies to diversify applicant pools, staff exit interviews, the start of a job audit and equity review process, and development of an annual recognition award program with a DEI emphasis.
- Providing staff with greater access to human resources information through the utilization of a new staff portal on the OEM website.
- Solid interest and staff readiness to engage in further DEI-related programming, as expressed through a number of feedback channels.

“It is important to understand that diversity, equity, and inclusion is more than ‘how we look’ and what is visible. It is more broadly ‘who we are’ and how who we are affects how we serve our students and families and how we interact with our colleagues.”

- Vice Provost Kedra Ishop

A key component of our Year One implementation was the development and facilitation of a series of “Brown Bag” discussions that covered varying topics related to diversity, equity, and inclusion.

The sessions focused on privilege, disability awareness and etiquette, the value of discussing race, women “leaning in” in the workplace, LGBTQ identity, and other topics. Each yielded strong attendance and feedback, and the program will continue this year.

Here are the results of an optional follow-up survey sent to staff members who attended any of the sessions:

1. This learning experience was valuable.
   - 71.3%
   - 23.5%
   - 5.2%

4. I felt comfortable sharing my thoughts and opinions.
   - 79.7%
   - 18.3%
   - 2.0%

5. I would recommend this experience (or something similar) to my co-workers.
   - 80.3%
   - 17.7%
   - 2.0%