



# 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.*

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# Racial Equity-Minded Action: What does it mean?

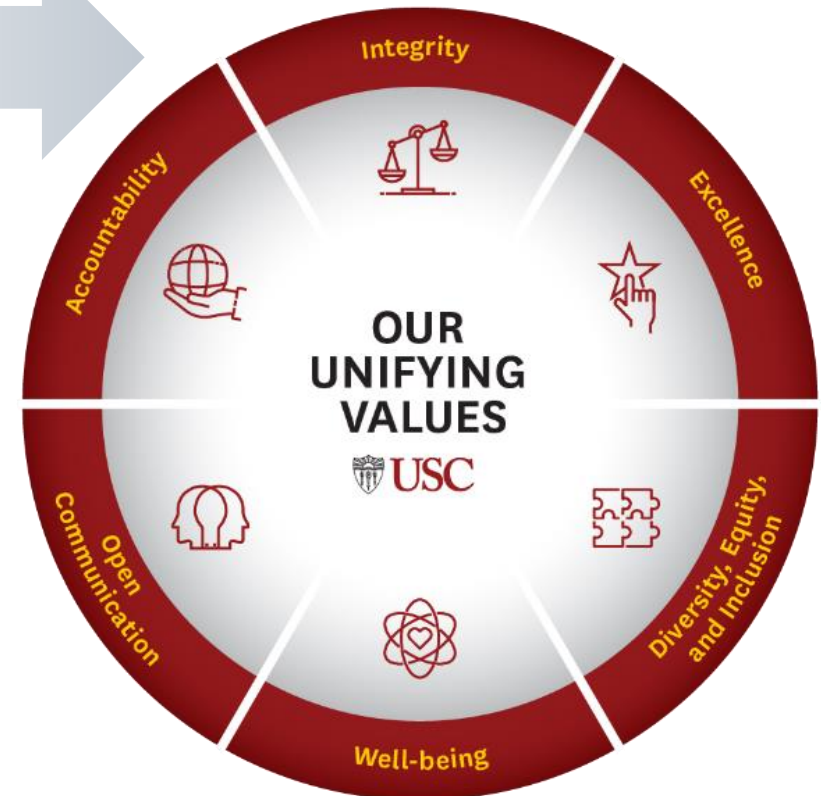




# Looking Forward – USC Culture Journey

## 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



# USC Culture Journey -- Timeline



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## CREATING PSYCHOLOGICAL SAFETY



**Make work about learning not execution**



**Acknowledge your own fallibility**



**Model curiosity and ask questions**

Edmonson, A. (2018). *The Fearless Organization. Creating Psychological Safety in the Workplace for Learning, Innovation, and Growth.*

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## 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

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# MARK MANLEY OFFICE OF PROFESSIONALISM & ETHICS

## Office of Professionalism and Ethics

A central resource for complaint monitoring and investigations



[How to Report](#) [Reporting Resources](#)







## OFFICE OF PROFESSIONALISM AND ETHICS

### OUR MISSION

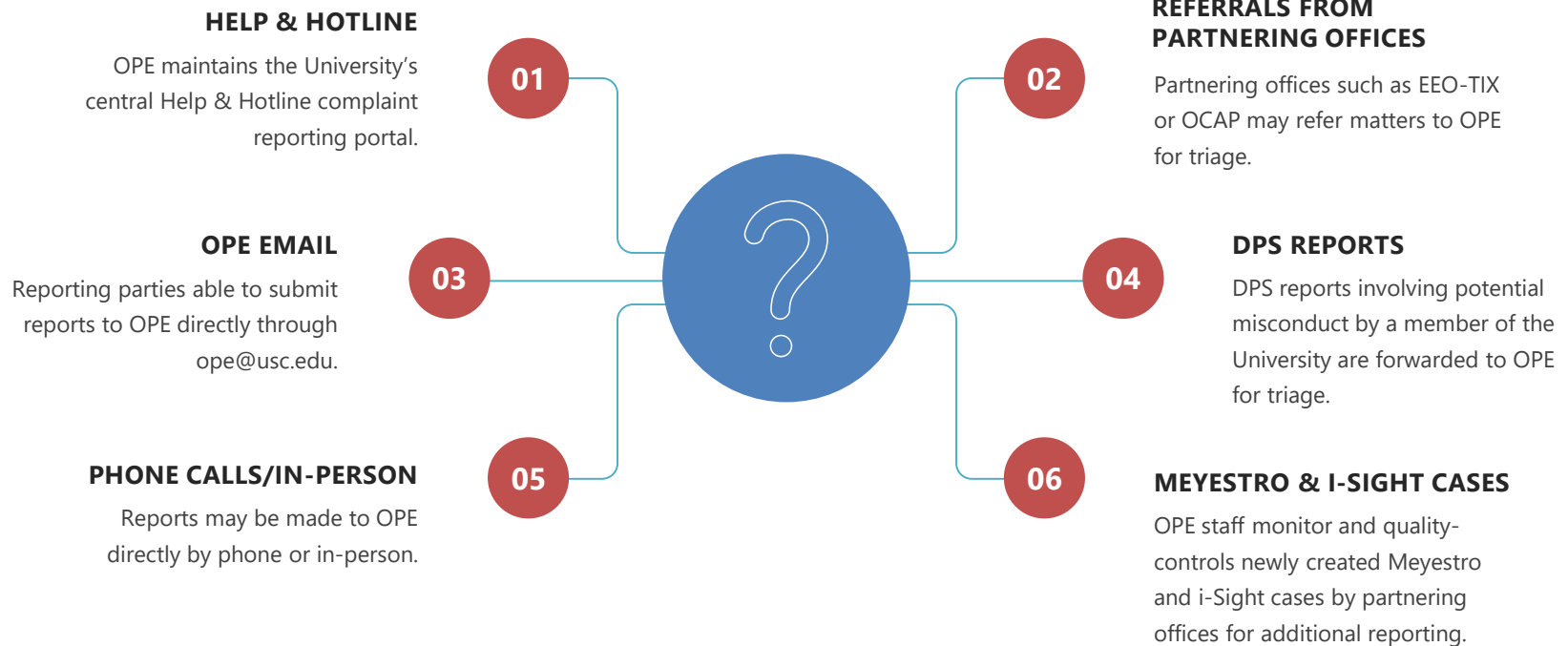
The Office of Professionalism and Ethics (OPE) serves as a centralized clearinghouse for complaints and the subsequent tracking of those complaints at USC's University Park and Health Sciences campuses and all university programs and affiliates.

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](mailto:ope@usc.edu).

# HOW ARE REPORTS SUBMITTED TO OPE FOR TRIAGE?

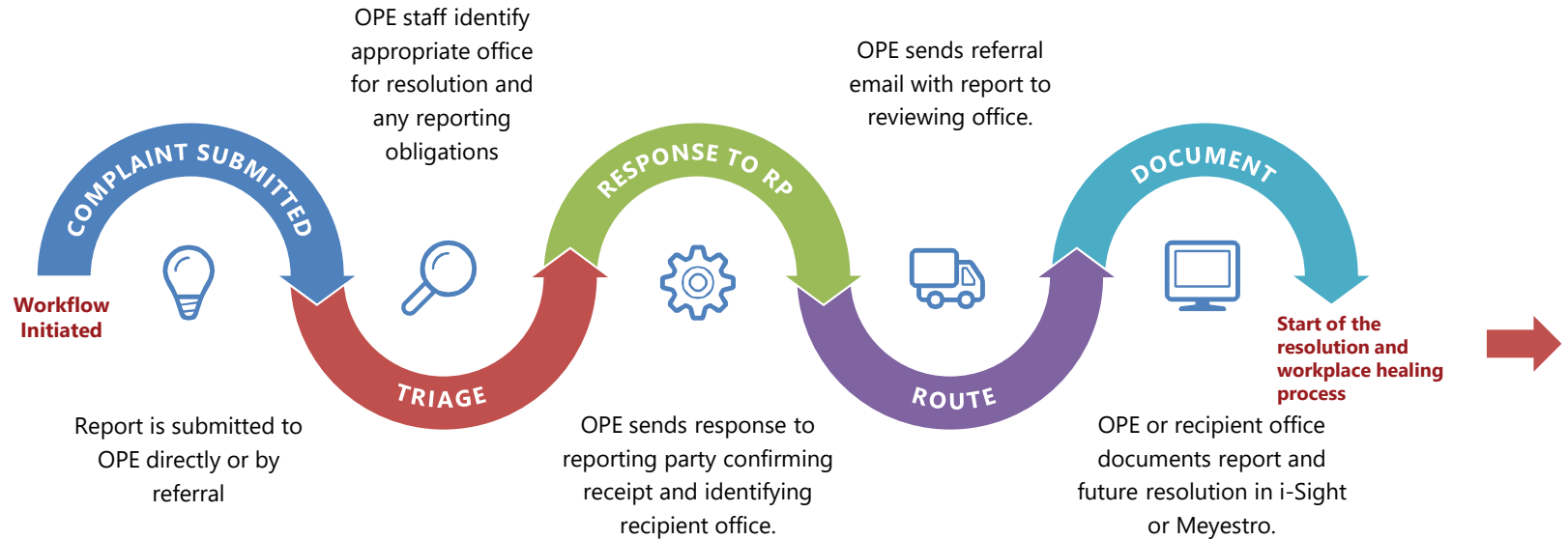




# Complaint Triage Checklist Understanding Federal and State Reporting Obligations

- **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





# NAVEX EthicsPoint "Help & Hotline" Reporting Portal

## Office of Professionalism and Ethics

A central resource for complaint monitoring and investigations



How to Report Reporting Resources



## 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



### Anonymous Reporting

Anonymous reports on practices or conduct that do not meet the ethical and professional standard of the university [may be reported online](#) using the secure form.

Please NOTE, as of July 21, 2022, USC has partnered with a new third party vendor to operate the university's [eriep & Hotline](#). If you wish to provide [follow-up](#) information to a report made [prior](#) to July 21st, please provide follow-up information via the website link above. Please



# INTEGRITY AND ACCOUNTABILITY CODE

set clear expectations and take responsibility for our actions, decisions, outcomes and consequences.

the law are taking place. We address concerns and speak up for what is ethical, even when it is difficult to do so. We speak up when we see conduct that does not align with our Unifying Values in an effort to promote a culture where we can all thrive.

To help meet these responsibilities, USC has created resources to enable faculty and staff to ask questions, voice concerns and raise potential policy violations.

If you see or are concerned about conduct that may not align with our values, our Code, our policies or the law, raise your concerns directly with a fellow USC Trojan, if you feel comfortable doing so, and if it is appropriate. This may resolve the issue without a need for escalation. You can also contact, and in certain circumstances may be obligated to contact, any of the following:

- Your supervisor, department chair or dean
- Any other member of the USC leadership team or Human Resources partner
- The Office of Culture, Ethics and Compliance
- The Office of Professionalism and Ethics
- The Office for Equity, Equal Opportunity

of Healthcare Compliance  
Medicine Safety and Risk  
Management (SRM) reporting systems



## 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) 999-5888

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.



## 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!