Veza Global

British Columbia Institute of Technology (BCIT) IDEA+B Audit Report: Executive Summary

Inclusion, Diversity, Equity, Accessibility and Belonging

September 2023

Executive Summary

The results from the **I**nclusion, **D**iversity, **E**quity, **A**ccessibility and **B**elonging (IDEA+B) audit highlight that BCIT is committed to, and has taken important steps towards, embedding inclusivity within the Institute's culture. This report is designed to support BCIT in continuing to foster an inclusive workplace and educational setting where staff, faculty, and students feel psychologically safe and have a sense of belonging.

The focus of this report is:

1. Creating an inclusive campus that fosters belonging;
2. Attracting and retaining diversity of thought amongst staff and faculty; and
3. Supporting innovative and inclusive teaching and scholarship.

BCIT received a **score of 57%** on Veza Global's IDEA+B Maturity Model and ranked in the **Committed** stage of their IDEA+B journey. This report discusses the audit findings and provides recommendations on how to improve IDEA+B impact and move BCIT to the **'Championed'** level of the Maturity Model (See: Maturity Model Survey).

The basis of the recommendations and next steps are grounded in Indigenization and Decolonization. The implementation of these recommendations will need to be an Institute wide initiative as IDEA+B is most meaningful and impactful when embedded into how managers engage with their teams, students engage with staff and faculty, and faculty members teach. A **key recommendation** to support these initiatives is for BCIT to **continue this work through the Respect, Diversity and Inclusion office through the development of the strategy report that will ideally be adopted at a departmental level through implementation plans by departmental committees**.

Key Successes

Based on Veza's audit, some of BCIT's key successes and noted initiatives are:

Organizational

- The organizational culture has a strong foundation for Indigenous reconciliation.
- The Diversity Circles are an integral part of inclusive culture.
- A competency-based recruitment and performance appraisal process.
- Cultural sensitivity, for example, including but not limited to: land acknowledgement being done at events, a prayer room on campus, and Indigenous gathering place.
- Full executive support by the President of the RDI initiatives and the strategic work that is being done.
- RDI and Indigenous Initiatives and Partnerships have been invited to provide input on the design of new buildings.

Faculty and staff

- Flexibility to attend children's medical appointments and personal appointments.
- Courses which are accessible to all BCIT staff and community on IDEA+B.
- Tuition waivers for staff support the equalization of access to education.

Students

- Celebrations for various cultural events on campus.
- Visible diversity of students on campus.

Areas of Opportunity

The following are some areas that BCIT can improve upon to further the Institute's IDEA+B goals.

Organizational

- Communication of the formal and documented investigation process for the RDI office, which all staff and faculty members have access to.
- An anonymous reporting tool for harassment and discrimination.
- Increase understanding of the accessibility supports available and continue to reduce the stigma associated with accessing these services.
- Improve usability of internal communication channels and streamline cross-departmental communications.

Faculty and staff

- Increase opportunities for connection and culture of psychological safety across the campus.
- Mandate IDEA+B training and give paid time for trainings.

Students

- Improve the communication of resources and support available for new students and especially international students.
- Increase diverse representation in course content, through an IDEA+B lens with diverse case studies and guest speakers.

Recommendations

The next steps in this report include a thorough reflection on the Institute's priority areas and which of these recommendations align in terms of budget, resourcing, and impact. This reflective exercise is best performed by a cross-functional and cross-departmental task force who can filter the recommendations, in consultation, by function, areas of responsibility, and priority.

BCIT has been doing some amazing IDEA+B work and now it is time to build on that core foundation to move to the next level of its journey on the equity, diversity, inclusion and belonging maturity model.

Short term

- Mandate certain IDEA+B training as decided with appropriate stakeholders.
- Create a stronger sense of belonging and increase psychological safety at BCIT through inclusive leadership and psychology safety for management.
- Create stronger relationships with Indigenous communities through investing in creating more resources for Indigenous relationships.
- Include land acknowledgements in all course outlines and materials, review BCIT's student Code of Conduct policies, particularly focusing on racism, harassment, and bullying at the beginning of each course.
- Address IDEA+B resistance through various feedback channels, such as listening circles, Diversity Circles, etc.
- Include IDEA+B within KPIs of leaders at BCIT, and ensure they are being reviewed during the performance appraisal process for short term. For longer term goals, include IDEA+B within KPIs of all staff.

Long term

- Review cross-departmental and other internal communication strategy for inclusivity.
- Address intersectionality within structural processes such as investigations (HR and RDI) to include review of processes to be trauma informed, process for engaging outside investigators and utilitizing EFAP for intake to increase probability of matching for lived experience, if requested.
- Review teaching pedagogy from an IDEA+B lens and increase intersectional representation within course content, cases, guest speakers, etc.
- Increase trust within the Institute by encouraging leaders to improve authentic communication with their teams, and normalizing having conversations about menopause, new parenting, ageism, generation gaps, and addictions, especially within the housing units.
- Accessibility at BCIT should be reviewed, to ensure all buildings have gender neutral washrooms, washrooms have feminine care products, buildings are wheelchair accessible, etc.
- Review BCIT's programming for all types of abilities, such as neurodiversity.
- Ensure interview questions are shared in advance, and accommodation requests include consideration for mental health.

Methodology

Veza Global was engaged to perform a comprehensive IDEA+B audit of BCIT. The audit focused on the internal organization of BCIT including existing policies and procedures. Surveys and focus groups were conducted to allow a safe and welcoming space for staff, faculty, students, and alumni from various departments to share their ideas on the Institute's IDEA+B efforts.

Veza's audit approach includes qualitative and quantitative analysis, the Gender-Based Analysis Plus approach, and Global Diversity and Inclusion Benchmarks, integrated with a foundation of personnel expertise in IDEA+B, human resources, human rights, marketing, change management, and certified internal audits.

The audit includes the following:
- 8 Focus groups with staff, faculty, and students in the Winter of 2023
- 11 one-to-one interviews
- Employee Inclusion and Organizational survey
- Student Inclusion and Organizational survey
- Alumni Inclusion and Organizational survey
- Review of policies and procedures

Note: union reps and other members of the organization were contacted for one-to-one meetings. Some of whom participated.

Sentiments gathered through the surveys, the focus groups, and the review of organizational documents were captured to strengthen and identify common themes and recommendations found in this report. The strengths, opportunities, and best practices offered in this report are categorized based on Veza's four pillars. The following four pillars comprise the core components that guide Veza's audits:

1. Inclusive Culture and Diverse Teams
2. Inclusive Marketing
3. Supplier Diversity
4. Inclusive Services and Programs

Finally, the results are assessed against Veza Global's IDEA+B Maturity Model to provide BCIT with an overall score and ranking.

Scope of the Survey

This report focuses on advancing the IDEA+B of equity-deserving groups and those who are disproportionately disadvantaged, including but not limited to:

- Indigenous, Black, People of Colour
- 2S/LGBTQIA+
- People with Disabilities
- Women and gender diverse
- People who identify as Neurodiverse
- People affected by Age Discrimination

The number of BCIT staff, faculty, students, and alumni that engaged in the process:

- **103** staff, faculty and students participated in the focus groups
- **737** of 43442 eligible (2%) students (including continuing studies) completed the survey
- **503** of 3130 (16%) eligible staff and faculty completed the survey
- **236** out of 94000 (3%) eligible alumni completed the survey
- **11** people had an individual conversation or further email correspondence

Maturity Model Survey

The inclusion, diversity, equity, accessibility, and belonging maturity model was developed by a team of public administration and policy researchers based on models and research by Deloitte, Korn Ferry, McKinsey and additional literature review.

Each section of the Maturity Model is broken down into the following categories:

Compliance (0- 29%)

The compliance stage is where most organizations begin their IDEA+B journeys. The organization generally meets legal requirements but has only taken preliminary steps towards creating an inclusive culture.

Discovery (30%- 44%)

The discovery stage often begins when an organization identifies and seeks to address a gap in its IDEA+B practices. They may form a strategy to improve representation on their team by diversifying candidate pools and reviewing retention strategies.

Committed (45-64%)

The committed stage marks the implementation of an organization-wide strategy. At this point in their journey, organizations start embedding IDEA+B into all aspects of their business and operations and increase their focus on inclusive culture.

Championed (65-84%)

Organizations at the championed stage have strong support from their leadership teams and staff to progress on their IDEA+B goals. Many have effective initiatives underway and want to measure progress. Therefore, utilizing IDEA+B metrics is a key priority at this stage.

Innovation (85-100%)

At the innovation stage, an organization's inclusive culture is a pillar of its employer brand. IDEA+B is embedded across the organization and reflects best practices. The organization shares these tools with others and aims to deepen staff and community development.

Veza IDEA+B Maturity Model:
British Columbia Institute of Technology (BCIT)

Compliance • Discovery • Committed 57% • Championed • Innovation
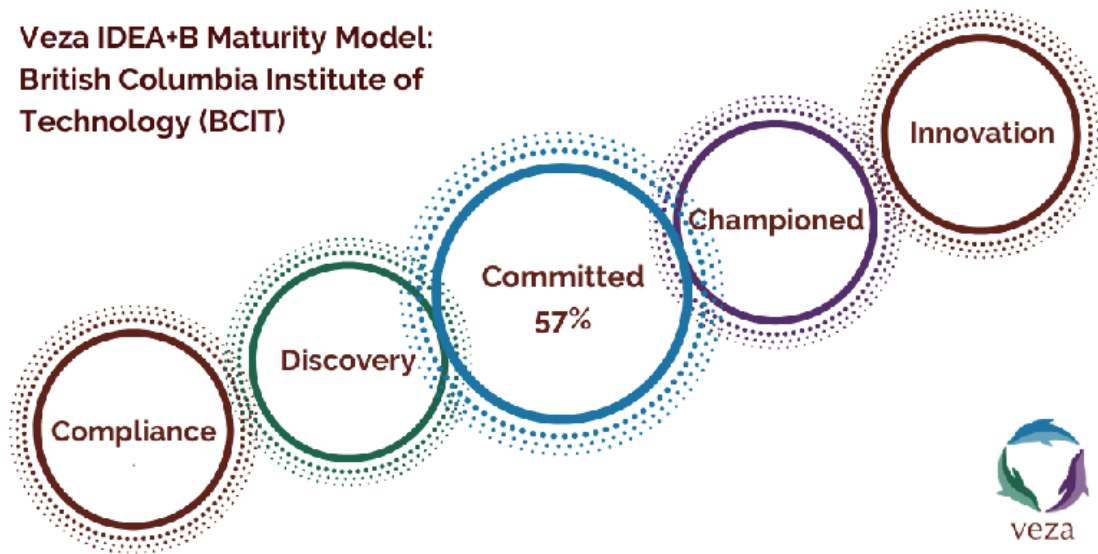
BCIT's approach to IDEA+B is **Committed** on Veza's Maturity Model with a score of 57%

Scores correlating to each of Veza's 4 Pillars:

Inclusive Culture and Diverse Teams: 59%

Inclusive Marketing: 54%

Supplier Diversity: 8%

Inclusive Services and Programs: 42%

BCIT's performance is on par with other similar schools. Veza has evaluated over 100 organizations in Canada from various industries including construction, higher education, real estate, government, not for profit, and technology. Other organizations, private or publicly traded, with a size of 1000 - 5000 employees, typically rank between Committed and Championed on Veza's IDEA+B Maturity Model.

As highlighted above, organizations at the **Committed** stage have support from their leadership teams and staff for progress on their IDEA+B goals, and are starting to identify gaps. Many have started putting effective initiatives underway and want to measure progress. Please note that the supplier diversity score is always quite low as the understanding of the procurement process both informal and formal only lies with a few, however, more education on the procurement process will allow for economic empowerment of equity-deserving groups. The recommendations in this report intend to help BCIT move to the next level on the maturity model.

Veza Global

Contact Us

hello@vezaglobal.com

www.vezaglobal.com

Get Connected

You can find us on all social

media platforms @VezaGlobal