



Chief Student Services Officers Association

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Dear Colleagues:

The senseless killing of George Floyd, Breonna Taylor, Ahmaud Arbery, and countless other African Americans in recent months have left all of us aghast and numb with anger, frustration, uncertainty, and sadness. As we observe the mass movement calling for accountability across the world, we cannot sit by in silence and hope that someone will make change happen. Change must start with each of us.

As educators, we have often espoused equity and social justice as being at the core of our profession. To be authentic, these values must now represent more than words that are merely repeated. We are calling for action and fundamental change.

This change must start with openly and loudly objecting to racism and holding those who perpetuate racism accountable to injustices in the judicial system, both the outward aggression and the microaggression.

To embrace the construct of these values, the Association is committing to a series of opportunities to educate Chief Student Services Officers to lead their campuses in creating honest and forthright equity-minded and justice-based spaces.

To that end, the Chief Student Services Officers Association calls on its members to engage in the following equity-minded practices:

- Create consistent messages to students and the community to check in with them and create healing opportunities;
- Lead equity-based, safe, **and brave** conversations on their campuses that lead to specific change and action;
- Work with executive teams to create community-based police/campus security practices;
- Commit to the professional development of campus staff to conduct equity-based customer and student service
- Collaborate with fellow CSSOs to mobilize our efforts;
- Implement new collegewide practices such as:
 - Microaggressions reporting system
https://www.google.com/amp/s/www.washingtonexaminer.com/university-introduces-website-to-report-microaggressions%3f_amp=true
 - Equity Minded Syllabus design promoting Student Services Resources <http://cue-equitytools.usc.edu/>
 - Race-Conscious Teaching Practices for Educators to adopt practices to validate African American Students
<https://jlukewood.com/wp-content/uploads/2018/10/bmm-replay-syllabus.pdf>
 - Assessing Racial Campus Climate: <https://race.usc.edu/>

We will always continue to support every student. We will be outspoken and vigilant in ensuring student success.

With deepest regards,

Dr. Cynthia Olivo
President

Ensuring Opportunities for Success for Every Student