

RECOGNIZING HIDDEN BIAS IN

PROFESSIONAL JUDGMENT

WHAT IS **NOT** ON THE AGENDA

- Introduction to, or in-depth exploration of, Professional Judgment regulations
- Expert psychological opinions
- Partisan/political agendas

WHAT IS ON THE AGENDA

- An attempt to better understand **how** we form decisions and opinions
- To explore our capacities for hidden biases
- An attempt to be better practitioners of professional judgment—and maybe life itself

SESSION ESSENTIALS

- Introspection
 - the examination or observation of one's own mental and emotional processes
- Honesty
- Charity Toward One Another
- Openness & Willingness to Consider Data
- Conversation
- Examples
- Your Stories

RECOGNIZING HIDDEN BIAS IN

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WHAT IS PROFESSIONAL JUDGMENT?

- When unusual situations or special circumstances arise, the financial aid administrator possesses the **discretion** to adjust the cost of attendance (COA), or the data used to calculate the expected family contribution (EFC), on a case-by case basis.
- The financial aid administrator is also given a wide latitude on judgments relating to satisfactory academic progress appeals and other eligibility appeals.

MARCUS

- Marcus is 37 and was just released from prison. He wants to start classes at your college but never registered for selective service. His letter from the Selective Service System claims that he received several notices from them. Marcus appeals and claims he was young, immature, and involved with the wrong crowd at the time. He claims he does not remember ever receiving the letter. He claims he simply did not know.

LENELLE

- Lenelle started at your institution in the fall, directly out of high school. Her GPA after her first semester was a 3.0. Shortly into her spring semester, Lenelle met Scottie, and although they were not married, the two were soon expecting a child. Lenelle's cumulative GPA dropped to a 2.5 after that term. She continued into the next fall but dropped all of her classes in September when the baby arrived a few weeks early. The following spring she re-enrolled and ended that term with 2 Fs, a W, and one C. Lenelle received a letter from your office that she is not meeting satisfactory academic progress and is now ineligible for financial aid. Lenelle submits an appeal claiming that her early pregnancy and the stress of being a new mother were impeding her academic success.

PABLO

- Pablo is 20 years old and abruptly left your college during the middle of the spring semester. His grades were below average already, so when he withdrew, he lost eligibility to receive financial aid after SAP was calculated. He recently has decided he wants to return for the fall semester. His SAP appeal states that he had a disagreement with his parents and he decided to leave their home because he could not follow the rules they established for him to remain living there. You question Pablo, and there is no evidence of physical abuse—Pablo simply claims that they do not get along. He claims he began staying with various friends—sleeping on their couches, when permitted. Some nights he slept in his car. He has a part-time job now that allows him to rent a room from his friend Stacey. He takes care of himself as his parents will no longer assist him financially unless he abides by their rules. Because of this, he is also appealing to be considered an independent student.

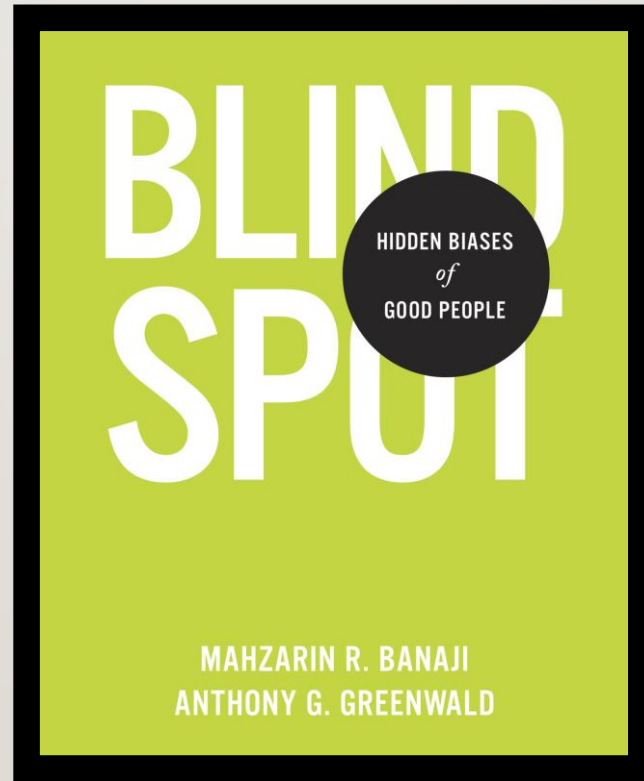
WHAT IS BIAS?

- *bi · as* ('bīəs) | *noun: bias; plural noun: biases*
- prejudice **in favor of** or **against** one thing, person, or group compared with another, **usually** in a way considered to be unfair.

RAISE YOUR HAND IF YOU'RE BIASED ...



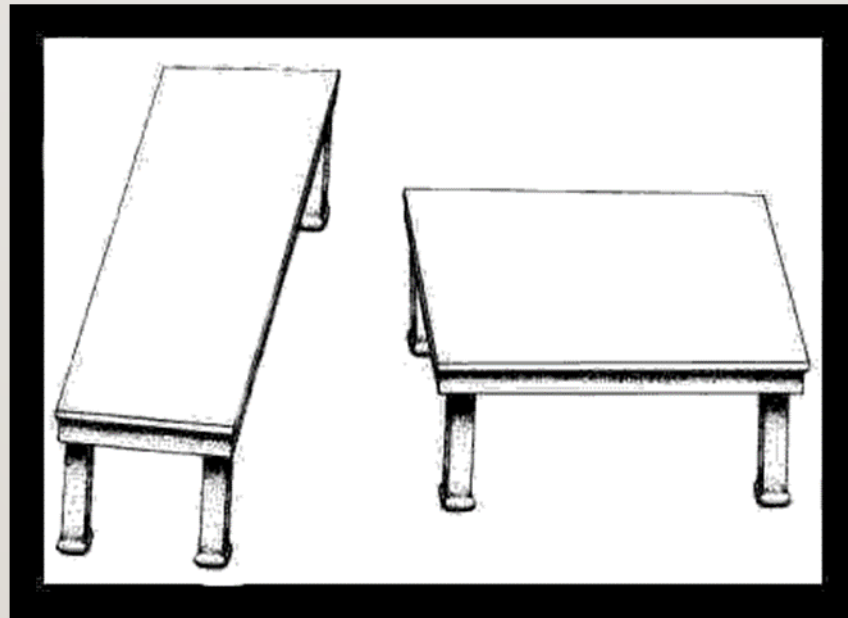
BLIND SPOT: HIDDEN BIASES OF GOOD PEOPLE

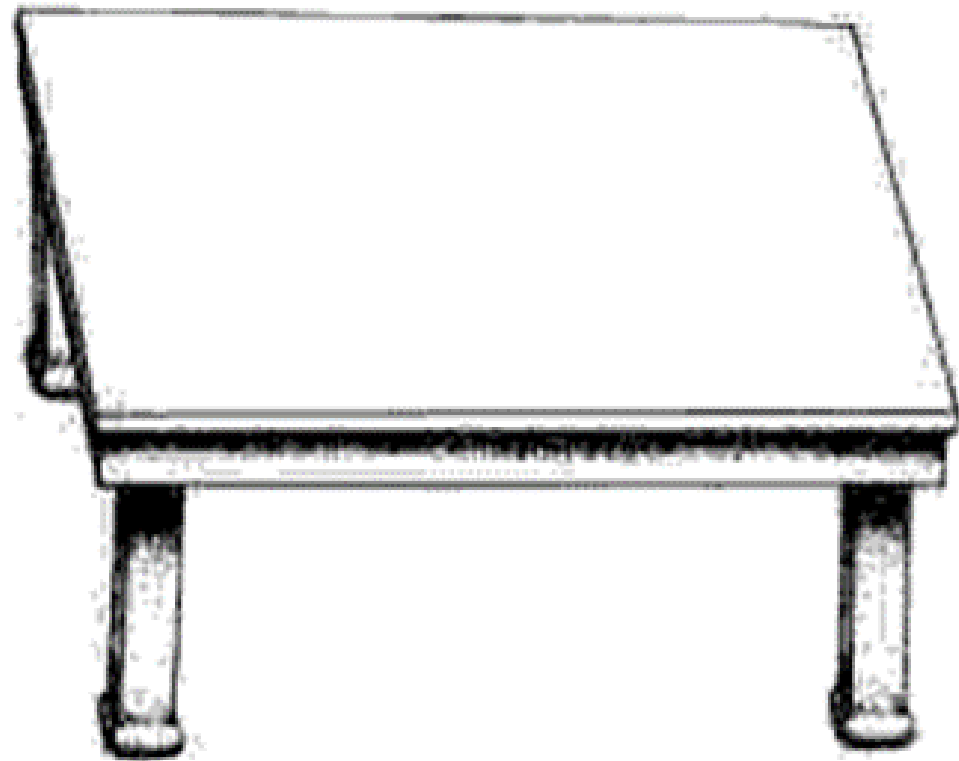
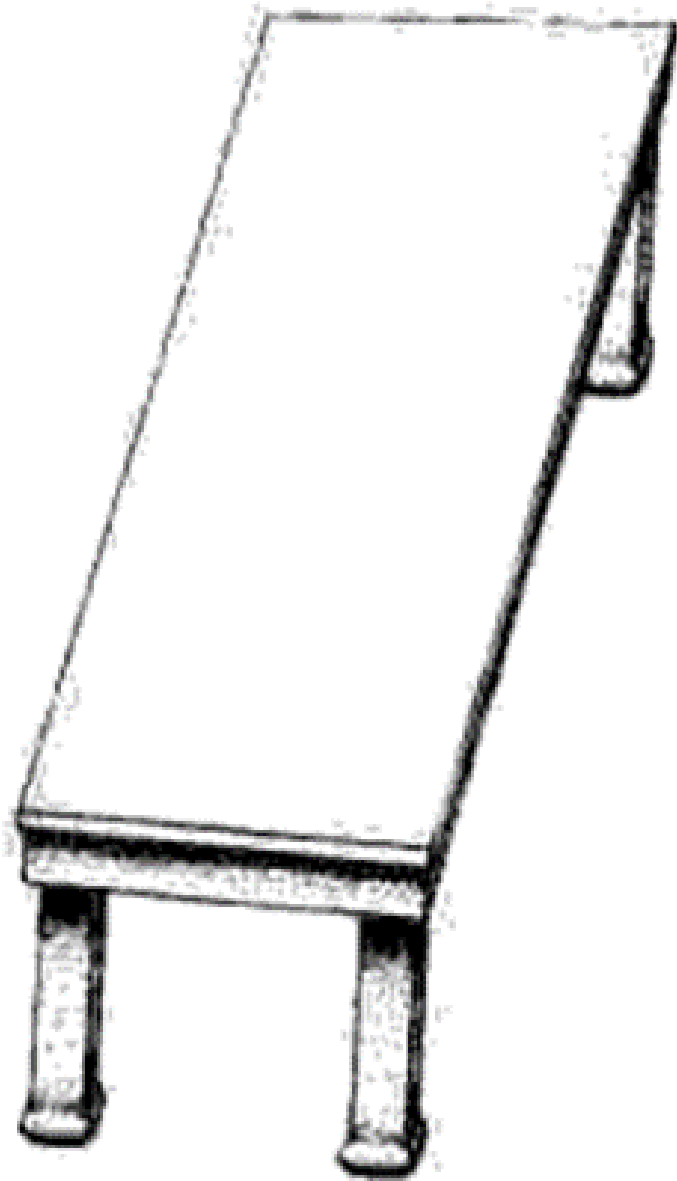


MINDBUGS

- Problems with our human perception:
 - Visual
 - Memory
 - Availability & Anchoring
 - Social

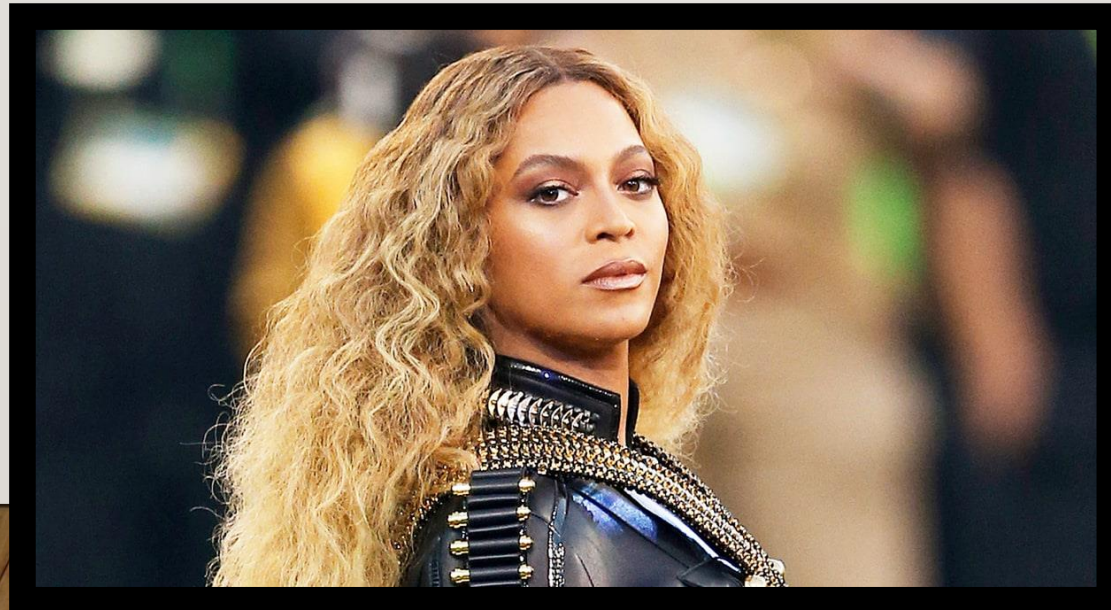
THE TWO TABLE TOPS ARE EXACTLY THE SAME IN BOTH SIZE AND SHAPE





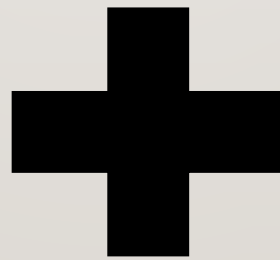
EACH YEAR, DO MORE PEOPLE IN THE UNITED STATES DIE FROM CAUSE (A) OR (B):

- (a) murder or (b) diabetes
- (a) murder or (b) suicide
- (a) car accidents or (b) abdominal cancer



MOCK TRIAL: MR. SANDERS DUI?

- (1) On his way out the door, Sanders staggered against a serving table, knocking a bowl to the floor.
- (2) On his way out the door, Sanders staggered against a serving table, knocking a bowl of guacamole dip to the floor and splattering guacamole on the white shag carpet.



MINDBUGS



BLINDSPOTS



HOW OFTEN DO YOU GIVE ANSWERS THAT YOU KNOW ARE UNTRUE?

- WHITE LIES:

- Q1. How are you?
- Q2. Do I look fat in these jeans?

- GRAY LIES:

- Q3. What were you dreaming about when you moaned in your sleep?
- Q4. Can you spare a dollar?
- Q5. Is Ms. 'X' at home?

HOW OFTEN DO YOU GIVE ANSWERS THAT YOU KNOW ARE UNTRUE?

- COLORLESS LIES:
 - Q6. How often do you exercise?
 - Q7. How many drinks do you have per day?

HOW OFTEN DO YOU GIVE ANSWERS THAT YOU KNOW ARE UNTRUE?

- BLUE LIES:
 - Q8. Did you vote in last Tuesday's election?
 - Q9. Did you do all of the reading for the last test?
 - Q10. I am always courteous, even to people who are disagreeable
 - Q11. I always apologize to others for my mistakes
 - Q12. I would declare everything at customs, even if I knew that I could not possibly be found out

HOW OFTEN DO YOU GIVE ANSWERS THAT YOU KNOW ARE UNTRUE?

- BLUE LIES:
 - Q14: Are you racist?
 - Q15: Are you homophobic?
 - Q16: Are you sexist?
 - Q17: Are Asian-descendants better in math than European-descendants?
 - Q18: Are men more athletic than women?
 - Q19: Should gay men be allowed to serve openly in the military?

BLINDSPOTS



IAT: IMPLICIT ASSOCIATION TEST



LET'S TRY ONE...

FOUR SETS OF WORDS

- Flower Names: Orchard, Daffodil, Lilac, Rose, Tulip, Daisy, Lily
- Insect Names: Flea, Centipede, Gnat, Wasp, Roach, Moth, Weevil
- Pleasant-meaning Words: Gentle, Heaven, Cheer, Love, Enjoy, Happy, Friend
- Unpleasant-meaning Words: Damage, Vomit, Hurt, Poison, Evil, Gloom, Ugly

bit.ly/T8h6uD



WHAT WAS “EASIER”?

FLOWERS & PLEASANT WORDS

- Rose
- Friend
- Daffodil
- Love


INSECTS & UNPLEASANT WORDS

- Vomit
- Wasp
- Roach
- Poison

FLOWERS & UNPLEASANT WORDS

- Vomit
- Rose
- Daffodil
- Poison

INSECTS & PLEASANT WORDS

- Wasp
 - Friend
 - Roach
 - Love
- 

HOW OFTEN DO YOU GIVE ANSWERS THAT YOU KNOW ARE UNTRUE?

- BLUE LIES:
 - Q20: Are black men more violent than white men?

IAT: AFRICAN AMERICAN FACES, EUROPEAN AMERICAN FACES, WEAPONS, HARMLESS ITEMS

AF.AM. FACES & WEAPONS

EU.AM. FACES & HARMLESS ITEMS

AF.AM. FACES & HARMLESS ITEMS

EU.AM. FACES & WEAPONS

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IAT: AFRICAN AMERICAN FACES, EUROPEAN AMERICAN FACES, WEAPONS, HARMLESS ITEMS

- 70% struggle to place European American faces with weapons
 - Weapons were Euro-centric
- Equating African American faces with weapons is easier among all races (i.e., White, Asian, Latino, African American)
- Whites & Asians > Latinos > African American
- The effect of educational level on responses:
 - None

IAT: IMPLICIT ASSOCIATION TEST



STEREOTYPING



STEREOTYPING

- Categorizing
 - Salesclerks and credit cards
 - Doctors and privacy
 - Do ducks lay eggs?
 - Do dogs wear clothes?

STEREOTYPING



US & THEM



US & THEM

- Imprinting (sights and sounds)
- Infants (faces and tones of voice)
- Children (sex, race, religion, wealth, etc.)
- Neurons

US & THEM

- Carla's Hand

US & THEM

- “If there is a radical suggestion here, it is that intergroup discrimination is less and less likely to involve explicit acts of aggression toward the out-group and more likely to involve everyday acts of helping the in-group.”

SCENARIO



MARCUS

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ADDITIONAL RESOURCES

- <https://implicit.harvard.edu/implicit/> - Take an IAT, read more about the research, buy the book
- <https://implicit.harvard.edu/implicit/selectatest.html> - Tests include: Asian IAT, Race IAT, Weapons IAT, Presidents IAT, Disability IAT, Gender-Science IAT, Gender-Career IAT, Native IAT, Religion IAT, Age IAT, Arab-Muslim IAT, Weight IAT, Sexuality IAT, Skin-tone IAT
- <http://kirwaninstitute.osu.edu/research/understanding-implicit-bias/> - Includes “Look Different” campaign created in partnership with MTV to help individuals cleanse race and gender bias

SPECIAL THANKS AND RECOGNITION TO: MICHAEL BIRCHETT ORIGINAL POWERPOINT AUTHOR

- Director of Financial Aid | Bluegrass Community & Technical College | Lexington, KY
- 1 of 16 schools belonging to the Kentucky Community & Technical College System
- 2-Year Public | 8,500 – 14,500 students | 7 campuses (4 serving rural populations)
- Technical Degrees, Diplomas, & Certificates and Preparation for 4-Year Programs
- 11 dedicated full-time staff positions (+2 call center specialists) in 3 offices (+ travel)
- 2017-2018 President of KASFAA | 2017-2018 Kentucky Representative on SASFAA Board