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EXECUTIVE SUMMARY

The Milgard School of Business signed the Principles for Responsible Management Education (PRME) in 2011, and this is our fifth Sharing Information on Progress report. This summary of our school-wide achievements on the six principles of the UN Global Compact PRME also represent the accomplishments of our Center for Leadership & Social Responsibility (CLSR), as well as two newer Milgard School of Business Centers, the Milgard Success Center, and the Center for Business Analytics. The work of these centers, and our undergraduate and graduate business curriculum, demonstrate our commitment to be a leader in responsible management education.
Since the last report in January 2020, the Milgard School of Business would like to highlight five achievements of which we are particularly proud:

1. The 11th annual Invitational Case Competition on Corporate Social Responsibility (CSR) brought 21 teams from across the globe to compete virtually. Students were invited to present on whether investment in Fast Fashion companies made sense from a CSR and fiscal perspective.

2. Opened in 2017, the Milgard Success Center works with students to assist them in thinking about career paths and possibilities early in their college experience. The Success Center offers career coaching, access to internships, and job search services to all Milgard students. The Success Center also creates opportunities for alumni to hone their skills, network, and give back to their alma mater. Since our last PRME report, the Milgard Success Center continues to provide increased resources for student career development, including a professional certificate for students (Milgard Gold), an etiquette dinner, career fairs, and speaker series.

3. The Center for Business Analytics (CBA) continues to grow, with an emphasis on applied projects that provide positive business and community impact. One example of this is the work done by Dr. Margo Bergman to analyze steps towards COVID-19 economic recovery in the City of Puyallup. “The goal of this project is to differentiate between public health and economic uncertainty as we move into the next Phases of the Safe Start plan. City planners, who face a public health crisis not seen in a century, have limited funds to spend on both economic recovery and public health messaging.”

4. The Center for Leadership & Social Responsibility became the administrative home for the Milgard Women’s Initiative (MWI). MWI expanded its mentoring program, launched a speaker series, developed the inaugural MWI Women’s Leadership Award, and is launching a high school leadership development program for young women in the Tacoma School District titled, “Lead Your Way.”

5. Established in January 2021, Milgard’s Diversity, Equity and Inclusion Council (DEI) is an advisory and recommending body to the Dean on the inculcation of best practices and policies and promotion of knowledge and skills to ensure that all members of the Milgard community are treated with respect and dignity, have access and voice, and an opportunity to display their full potential. The Milgard DEI council works collaboratively to intentionally educate themselves and members of the Milgard School of Business about diversity, equity, and inclusion. The Council provides policy recommendations and advocacy to create a more inclusive and just community, create safe spaces for students, faculty, and staff to grow and learn, and to hold themselves and others accountable when internalized racism is externalized in policies, interactions, teaching and learning.
ABOUT THE MILGARD SCHOOL OF BUSINESS AT THE UNIVERSITY OF WASHINGTON TACOMA

UW Tacoma is an urban-serving university providing access to students in a way that transforms families and communities. We impact and inform economic development through community-engaged students and faculty. We conduct research that is of direct use to our community and region. And, most importantly, we seek to be connected to our community’s needs and aspirations.
THE UW CONNECTION

UW Tacoma is one of three campuses that make up the University of Washington: the 160-year-old Seattle campus, and the Tacoma and Bothell campuses, both founded in 1990. We offer many of the same educational qualities as our sister universities: a vibrant campus setting; top-drawer faculty known for their teaching ability; a rigorous, interdisciplinary curriculum; and high standards of social responsibility.

STUDENTS

UW Tacoma’s diverse student body includes a broad range of ethnic and family backgrounds, ages, interests, and experience. More than 32% of the 2020/21 student population identify as underrepresented minorities, with more than 56% of students entering as first-generation college students and 43% of students eligible for Pell grants. Additionally, 17% of UW Tacoma students come into the university with a military affiliation. The rich diversity of the UW Tacoma student population cannot be expressed in numbers alone, but they do provide significant markers for the different perspectives and lenses that UW Tacoma students bring to the campus community.

COMMUNITY

UW Tacoma is an urban-serving university, closely linked with Tacoma and the South Puget Sound. We’re a member of the Coalition of Urban Serving Universities, a network of public, urban, research universities committed to creating an educated workforce, building strong communities and improving the health of diverse populations.

MILGARD SCHOOL OF BUSINESS

The Milgard School of Business offers programs of study leading to a Bachelor of Arts in Business Administration (BABA), Master of Business Administration (MBA), Master of Science in Accounting (MSAcc), Master of Science in Business Analytics (MSBA) or a Master of Cybersecurity & Leadership (MCL). We admitted our first Freshman Direct class in Autumn, 2014.

UW Tacoma’s Business Administration program was established in 1994 and renamed the Milgard School of Business in 2003 in recognition of a generous endowment gift from Gary E. Milgard, the Gary E. Milgard Family Foundation and James A. Milgard.

The Milgard’s shared a vision of helping to build an outstanding business school at the University of Washington Tacoma. Their gift supports our quest for excellence in all that we do. The Milgard School offers a world-class education that is tailored to the work force in the Puget Sound region and beyond.
UW TACOMA 2020-21 FACTS:

5,380
STUDENT ENROLLMENT

56%
FIRST-GENERATION COLLEGE STUDENTS

359
FACULTY

#2
“BEST BANG FOR THE BUCK” IN THE WEST
WASHINGTON MONTHLY AUGUST 2020

STUDENT PROFILE
47% MALE
53% FEMALE

39% Caucasian/White
20% Asian American
15% Hispanic/Latino
9% African American
4% International
1% Hawaiian/Pac. Islander
1% Native American
2% Not indicated

Information shown is current as of Autumn quarter 2019

AVERAGE CLASS SIZE
29

MILGARD SCHOOL OF BUSINESS
2020-21 FACTS:

327
BACHELOR OF ARTS IN BUSINESS ADMINISTRATION (BABA) DEGREES

$390,000+
IN SCHOLARSHIPS TO 142 UNDERGRADUATE AND GRADUATE STUDENTS IN THE MILGARD SCHOOL FOR THE 2020-21 ACADEMIC YEAR.

37 26
MASTER OF BUSINESS ADMINISTRATION (MBA) DEGREES
MASTER OF ACCOUNTING (MAcc) DEGREES*

70 71
MASTER OF SCIENCE IN BUSINESS ANALYTICS (MSBA) DEGREES
MASTER OF CYBERSECURITY & LEADERSHIP (MCL) DEGREES. The MCL curriculum is innovative and blends coverage of cybersecurity issues, management and leadership courses typically offered in MBA programs.

*The first cohort of MSAcc students has not yet graduated.

37 26

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MARCH 2022

The Milgard School of Business at the University of Washington Tacoma proudly renews its commitment to the Principles for Responsible Management Education, which we first formally endorsed in October 2011.

At the Milgard School, we are proud of our tradition of educating ethical leaders. In the classroom, as well as through our Centers, including the Center for Leadership & Social Responsibility, we engage our students in critical thought about each of the six principles of PRME.

This report outlines the variety of ways that we implement the principles in our curriculum, research, community engagement, and throughout our students’ experience. Among other accomplishments, we are particularly proud of our efforts on Diversity, Equity and Inclusion (DEI) for students, faculty, staff, and the business community. These include celebrating community leaders who have made an important impact on DEI as well as women’s leadership, diversifying our advisory boards, speakers’ series and panel discussions on DEI and women’s leadership topics, trainings, internships, and scholarships.

As educators, we understand the importance of not only teaching the principles of responsible management education, but of modeling these principles in how we teach, learn and lead. Our mission and vision speak directly to the six principles of PRME.

Our Mission
The Milgard School of Business cultivates business leaders through cutting edge and personally accessible education, diverse scholarly exploration, and innovative community engagement while promoting social responsibility. We inspire students to become lifelong learners.

Our Vision
The Milgard School of Business transforms our communities through innovative thinking, compassionate leadership, and exemplary stakeholder engagement.

I am happy to share our progress and our plans for the future with you.

Sincerely,

ALTAF MERCHANT, PH.D.
Gary E. and James A. Milgard Endowed Dean
Professor of Marketing
Milgard School of Business
University of Washington Tacoma
PRINCIPLE 1: PURPOSE

We will develop the capabilities of students to be future generators of sustainable value for business and society at large and to work for an inclusive and sustainable global economy.

“It takes everybody pulling on the oar to create and achieve a common goal.”

Gary E. Milgard, (1936-2005)
Founder and President of Milgard Windows and Doors

Carol Milgard (1937-2007)
Co-Founder
Gary E. Milgard Family Foundation
KEY ACCOMPLISHMENTS:

The Milgard School of Business is home to three Centers that strive to develop the capabilities of students for a sustainable and ethical business world.

- **The Center for Business Analytics** (CBA), founded in 2016, serves as a catalyst for research, education, and innovation in the use of "analytics", "big data" and "smart machines" for actionable insights and business decision-making. A hallmark of the work of the CBA is its use of Applied Projects where students utilize data analytics to solve real world business problems. In 2021, the CBA partnered with **Sound Credit Union** (Sound) to launch the first annual **FinTech (Financial Technology) Incubator Challenge**. Sound is seeking entrepreneurs building FinTech tools that improve financial health and deliver better experiences for credit union members. UW students from all campuses were invited to participate. Students learned how to develop a pitch for a new FinTech product, presented their ideas to investors, and discovered what it takes to be a tech entrepreneur. The competition was opened to anyone living or working in the state of Washington. The winner of the UW phase of the competition was a UW Seattle computer science student. Her innovation is a platform designed to demystify investing, for use by individuals without knowledge of investment terminology, risks, and rewards, to make it easy to get started building financial security at an early age. The winner of the statewide competition was a UW Tacoma computer science student. His innovation is a platform to help individuals invest in companies with ethics and values that are important to the investor, using AI to curate a list of companies that match well with their values. He won $7000 and a six-month membership to UW Seattle CoMotion Labs to incubate his FinTech innovation.

- **The Milgard Success Center**, founded in August 2017, prepares students for careers through the development of programming to support career competencies, access to internships, and the development of strong relationships with the Tacoma-area business community.

- **Lunch and Learn**: Lunchtime workshops on LinkedIn and Networking continue to be a strong draw for students and often serve as a mechanism for students to discern professional opportunities that are consistent with the values of social responsibility.

- **Etiquette Dinner**: The Etiquette Dinner, now in its 18th year, is subsidized in part by local companies that each send two employees to the dinner. Company representatives’ network with the students and learn about business etiquette alongside them. It remains a popular annual event with both students and the business professionals.

- **Milgard Gold and Milgard Platinum**: This professional certificate program engages Milgard students in co-curricular and experiential programming to expand their knowledge of career paths, learn from South Sound leaders, and prepare for entry to the professional world of business.

- **The Center for Leadership & Social Responsibility** (CLSR) continues to hold its annual Case Competitions, both for UW Tacoma students and our international invitational. Each year, students address business issues through the lens of corporate social responsibility.

  **2022 Internal Case Competition**: B Certification and REI
  **2022 Milgard Invitational Case Competition on Social Responsibility**: The Fast Fashion Industry and Shein
  **2021 Internal Case Competition**: H&M: Fast Fashion, Sustainability, and COVID-19
  **2021 Milgard Invitational Case Competition on Social Responsibility**: Carnival Corporation
  **2020 Internal Case Competition**: &Pizza: Balancing Expansion with Social Responsibility
  **2020 Milgard Invitational Case Competition on Social Responsibility**: Saudi Aramco

FUTURE OBJECTIVES:

- Increase opportunities for our students to engage in thoughtful debate and generative scholarship related to responsible business practice through local and domestic case competitions, our curriculum, and extracurricular activities.

- Increase opportunities for students to contribute to creative problem solving and community articulated goals and initiatives.
**PRINCIPLE 2: VALUES**

We will incorporate into our academic activities and curricula the values of global social responsibility as portrayed in international initiatives such as the United Nations Global Compact.

We have worked diligently the past few years to incorporate the values of corporate responsibility and ethics into our curriculum through the development of new courses, and extracurricular activities that challenge our students to think critically about the creation of business value through exercising their values in the classroom and the workplace.

**KEY ACCOMPLISHMENTS:**

- In the past two years, we have continued teaching four undergraduate courses focused on Corporate Responsibility:
  
  - **Introduction to Corporate Responsibility**
    Introduces the tools used in the business world today to engage in socially responsible business practice. Provides a framework for integrating corporate responsibility practice into the overall strategy of an organization and explores current trends in corporate responsibility.

  - **Measuring Corporate Responsibility**
    Explores the developing field of Corporate Responsibility metrics and measurement and gives students the tools to determine strategic metrics that will drive positive “triple bottom line” growth. Provides the framework and skills to analyze and assess the environmental, social, and governance metrics and measurements in a firm.

  - **Managing Corporate Responsibility**
    Focuses on strategic and dynamic issues that are key to building high-performing organizations with a sense of ethics, civic engagement, and social responsibility. Provides a theoretical and practical understanding of what role organizations should play in society.

  - **Corporate Responsibility Capstone**
    This course is the culminating experience for the Corporate Responsibility minor, and challenges students to think critically about the issues of corporate responsibility and puts their skills to the test through experiential learning and teamwork.

These courses are foundational to a Minor in Corporate Responsibility that is open to business majors, as well as students across the UW Tacoma campus. The minor allows students to increase their CSR knowledge and skills and differentiate them in a competitive job market. An internal review of the minor is currently underway.
Lessons in Leadership:
Developed by the CLSR, Lessons in Leadership features interviews with local leaders that highlight social responsibility in the context of management, community, and personal development. Each Lessons in Leadership video interview is accompanied by a curriculum guide and questions for faculty use in the classroom.

Integrity Campaign:
“We the students of the Milgard School of Business believe that integrity and honesty are integral to our educational experience and our lives. We aspire to hold ourselves and our fellow students to the highest ethical standards and will not engage in activities that are improper or have the appearance of impropriety in our academic lives. We intend to maintain these standards as graduates of UW Tacoma.”

This is the public pledge to uphold integrity made by students at the Milgard School of Business. Every business faculty member includes the pledge in his/her syllabi.

FUTURE OBJECTIVES:

We will work to integrate good CSR principles into the curriculum of the Milgard School of Business at both the undergraduate and graduate levels. This process has begun through the collaborative and iterative work of the Undergraduate Program Refresh Committee and the MBA Program Refresh Committee. Both processes have envisioned a closer alignment of leadership, social responsibility, and diversity, equity, and inclusion concepts within the curriculum. While neither has been formally approved by faculty at this date, both have sparked key conversations regarding the need for this curriculum in the current business world.

In the coming years, we will be updating and adapting the Minor in Corporate Responsibility to be more inclusive of leadership and social responsibility principles in practice in business, community and society.
PRINCIPLE 3: METHOD

We will create educational frameworks, materials, processes and environments that enable effective learning experiences for responsible leadership.

Working to bring a diversity of educational experiences and perspectives to our students, we have employed a variety of methodologies in the classroom and in the students’ co-curricular activities.

KEY ACCOMPLISHMENTS:

- The Milgard School of Business’s first cohort of 29 direct-admit freshmen entered UW Tacoma in September 2014. Not wanting to lose the opportunity to engage these students from the moment they stepped foot on campus, we developed a class on leadership exclusively aimed at these future leaders. Not focusing solely on theory, the course challenges and reshapes students’ notions of traditional leadership through activities like performing community service, keeping a group together on a hike, and working with the Tacoma poet laureate. Since its inception, this program has enrolled 315 students, with 40 students on average per year.

- As referenced in Principle One, each winter quarter the CLSR hosts two case competitions. The first, for Milgard students only, is held at the end of January. The second, the Milgard Invitational Case Competition for Social Responsibility (MICCSR), involves students from around the world. To date, 45 schools have participated in the MICCSR Case Competitions.

- CSR case studies appropriate for undergraduate courses are in short supply. The CSR cases used in the Milgard competitions are written by the executive director of CLSR with input from the subject company when possible. Cases have featured T-Mobile, PEMCO Insurance, REI, Outerwall, Nordstrom, Uber, Walmart, Victoria’s Secret, Zillow, Microsoft, Palantir and YUM! Brands.

As a service to the CSR teaching community, we have compiled all of the cases into an online collection to contribute to the advancement of strategic thinking needed for CSR. Milgard Case Competition Cases are archived here, and MICCSR cases are archived here.
Milgard Invitational Case Competition for Social Responsibility, involves students from around the world. To date, 45 schools have participated in the MICCSR Case Competitions.

**FUTURE OBJECTIVES:**

- We will continue to grow and develop the ways that students experience responsible management across our curriculum, challenging them to think critically about the issues and obstacles that managers face in an increasingly complex and nuanced business environment.

- We will develop curricular modules to allow faculty to integrate leadership, social responsibility, and responsible management curriculum in a wider variety of courses.

- We will develop a speaker's bureau of socially responsible local leaders to serve as guest speakers in classes, workshops, and speaker series.
PRINCIPLE 4: RESEARCH

We will engage in conceptual and empirical research that advances our understanding about the role, dynamics, and impact of corporations in the creation of sustainable social, environmental and economic value.
KEY ACCOMPLISHMENTS:

- Our faculty have published the following socially responsible focused works in journals in the past two years:

FUTURE OBJECTIVES:

- In accordance with specific strategic initiatives, we will encourage and support faculty in the development of research projects and papers focused on the variety of topics covered under the broad categories of leadership and social responsibility.

- We will partner with the Center for Business Analytics to develop community-based participatory research opportunities related to higher education and health care as anchor institutions (grant request pending).
**PRINCIPLE 5: PARTNERSHIP**

We will interact with managers of business corporations to extend our knowledge of their challenges in meeting social and environmental responsibilities and to explore jointly effective approaches to meeting these challenges.

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**KEY ACCOMPLISHMENTS:**

- **Students Assisting Business (SAB)** was formed in 2020 to help area businesses overcome COVID-19 challenges. The program employs Milgard School of Business students part-time to assist with special projects at no cost to the company. These projects include but are not limited to: marketing analyses, customer outreach, detailed plans on whether a business should be maintained, social media, and business loan program data collection and review. The Students Assisting Business program is a truly innovative solution. New business models have been tested and launched with the power of new affordable media channels. Participating owners appreciate the clarity a fresh perspective can bring. SAB is here for the long-term helping to keep our community strong, Covid and beyond.

- **The CLSR Advisory Board** has been reimagined and reconstituted. Under the guidance and leadership of this advisory board, a new strategic plan has been developed. The CLSR mission has been rewritten to align with the leadership and social responsibility purpose of the center more closely. “The Center for Leadership & Social Responsibility champions educational opportunities and innovative solutions to address pressing social, business, and environmental issues. We develop ethical leaders, create mutually beneficial partnerships, and empower students to positively contribute to communities in the South Puget Sound region, while learning from community leaders.”

- Cases for each of the case competitions hosted by CLSR are developed in-house. Companies located in the Pacific Northwest are invited to partner on the case as its subject. Company representatives provide case insights and information and serve as competition judges. In turn, the student solutions give the companies fresh thinking, innumerable ideas, and alternate solutions to real-world CSR problems.

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**FUTURE OBJECTIVES:**

- The CLSR Strategic plan outlines the following goals for community focused partnerships in the coming 3-5 yrs.
  - Bring together organizations and leaders to discuss current issues in leadership and social responsibility.
  - Develop leadership and social responsibility bootcamps, certifications, and executive education programs for professionals.
  - Develop and distribute leadership development and social responsibility curriculum for use in high schools and community organizations.
  - Provide public access to leadership and social responsibility resources, such as readings, professional development materials, etc.
PRINCIPLE 6: DIALOGUE

We will facilitate and support dialog and debate among educators, students, business, government, consumers, media, civil society organizations and other interested groups and stakeholders on critical issues related to global social responsibility and sustainability.

KEY ACCOMPLISHMENTS:

- Now in its third year, the Milgard Women's Initiative (MWI) mentorship program has served 63 graduate students from the MBA and MSBA programs who were individually matched with mentors from the South Sound area. To participate, students submit applications stating their background and career plans, as well as their hopes and goals for the mentorship. Mentors are recruited from the network of successful and influential women known personally by the Council of Directors of the MWI.

- The Milgard School's annual Business Leadership Awards provide a venue for recognizing business leaders in large, small, and non-profit settings. Each business leader is honored with a video describing their accomplishments, and, indeed, their character. In 2022, the Business Leadership awards will feature two inaugural awards rooted in community and social responsibility: The MWI Women's Leadership Award and the DEI Community Leadership Award. A review of the 2020 video homage for each business leader demonstrates the consistent themes of PRME.
SELECTION OF RELEVANT GUEST LECTURERS 2019-21:

- **Speaker Series: Sonja Hoel Perkins**
  Sonja Hoel Perkins has been investing “in people and companies that matter” for over 30 years. Attendees heard inspiring experiences of building her career from scratch while investing in people and companies that matter.

- **MWI Inspired Speaker Series: New Norms, New Possibilities**
  Debrena Jackson Gandy shared strategies and tips for experiencing a life of more ease and work/life balance, in the context of COVID-19 pressures.

- **MWI Inspired Speaker Series: Built by Women: Innovative Entrepreneurs. Learn leadership**
  Four women who have started their own businesses of different sizes and focus shared their experiences and learnings that have led to success.

- **Milgard Alumni Panel Series: Highlighting the CLSR**
  Alumni of CLSR programs shared how they have incorporated their CLSR experiences into being socially responsible leaders in their organizations and communities.

- **Sports Enterprise Management Speaker Series: Senator T’wina Nobles**
  State Senator T’wina Nobles shared how her experiences in team sports influenced her development as a leader in her community and in Washington state government.

- **The Emerging Role of Women and BIPOC community members in Data & Analytics**
  The Master of Science of Business Analytics presented an interactive virtual panel discussion. Panelists shared their pathways into the field of data and analytics while highlighting the barriers to entry for women & BIPOC, including what’s at stake when the racial and gender composition doesn't match up with the population. Also discussed was the impact of discrimination through data models and algorithms and how data scientists can work towards more equitable and inclusive data science communities and applications.

- **Center for Financial Wellness Presents: Introduction to Personal Finance: Your Journey to Financial Well Being**
  This 2-hour introductory workshop covered important personal financial knowledge & valuable skills to get started on a journey to financial well-being. Topics included:
  - Having a savings goals
  - Following a budget
  - Managing debt
  - Saving for retirement – now!
  - Determining your net wealth
  - Understanding key personal financial ratios

- **MWI Speaker Series: Women Who Run: Leadership Lessons from Elected Officials**
  A panel presentation featured South Sound women who are current leaders in government and public service. Learn how they started in public service, navigated through challenges, and built public support to win elections. Find the leadership lessons in their experiences that can apply across a variety of careers. Panelists included: T’wina Nobles (Washington State Senator), Laurie Jinkins (Speaker of the Washington State House of Representatives), Julie Anderson (Pierce County Auditor), Dona Ponepinto (CEO, United Way of Pierce County) and Victoria Woodards (Mayor of Tacoma).

- **Milgard Executive Speaker Panel: Supply Chain Challenges in the Current World**
  A panel event where participants learn from five local experts who work as leaders in the Supply Chain Management field. Together, they will discuss current challenges facing the global supply chain, as well as how these challenges impact consumers, businesses, and economies around the world.

- **MWI Speaker Series: Salary Negotiations**

**FUTURE OBJECTIVES:**

- The Milgard School will continue to invite and host speakers to participate in discussion with our students and the community. We will actively seek out a diversity of opinions, topics, and presenters to support engaged dialogue and debate.
CENTER FOR LEADERSHIP & SOCIAL RESPONSIBILITY

REPORT ON PROGRESS 2021
PRINCIPLES FOR RESPONSIBLE MANAGEMENT EDUCATION
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