

Report of Results from University of New Haven
Campus Climate Employee Survey: 2017

The University of New Haven is committed to achieving a diverse community and promoting a supportive environment where all employees can thrive.

Full – and part-time university faculty and staff were invited to participate in an online survey through Spectra Diversity. The survey is the second over a 2-year period used to gauge employees’ perceptions of diversity and inclusion within the university climate. It was available online and open for approximately three weeks, starting with an initial email from the university president and followed by two reminders directly from Spectra Diversity. It was estimated to take approximately 10 minutes to complete the survey, which was made up of 15 multiple-choice questions and one open-ended question. In order to preserve the integrity of the survey over the 2-year period, the questions remained the same from 2016 to 2017 with the exception of the open-ended question, designed to solicit specific action-oriented responses. Additionally, demographic data was collected to include race/ethnicity, gender/gender identity, age, sexual orientation, and disability status.

PARTICIPANT DEMOGRAPHICS

Race/Ethnicity	
Asian or Asian American	2.21%
Black or African American	2.21%
Hispanic or Latino	4.41%
Other	6.66%
White or Caucasian	84.51%
Gender/Gender Identity	
Female	56.47%
Male	43.53%
Sexual Orientation	
Heterosexual	89.41%
LGBTQ	3.53%
Other	7.06%
Disabled	
No	94.12%
No Response	2.35%
Yes	3.53%
Age	
18 – 24	3.53%
25 – 34	23.53%
35 – 44	16.47%
45 – 54	24.71%
55 – 64	23.53%
65 – 74	7.06%
75+	1.17%

SUMMARY

There were initial issues encountered with survey access – using unsupported internet browser – and saving responses for the first group of participants. Spectra Diversity identified and corrected the issue for additional participants and provided an opportunity for those impacted to resubmit their responses.

Of the 861 employees invited to participate, a total of 85 completed the survey. This participation rate was down significantly from the initial survey distributed in 2016. Some of that decrease may be attributed to initial access issues.

The survey focus on 3 key areas: management, policies/practice/procedures, individual beliefs/interpersonal. The results of the survey were provided in aggregate by group – faculty and staff. A total of 25 faculty and 60 staff responses were collected. The results largely coincided with the results from the prior survey however there were areas of improvement and areas with opportunity for improvement. Areas of improvement include: employee accountability, behavior tolerance, soliciting ideas from employees, and hiring/professional development. While these showed room for improvement, the survey produced the greatest increase over the previous year's survey in the area of HR policies, practices and procedures and understanding what diversity and inclusion means to the organization. The biggest dip year over year was in hiring people with diverse backgrounds.

The open-ended question allowed employees to identify if there were any practices they would add/change in their areas to make diversity and inclusion efforts more successful. This question proved to be well timed as scores dipped slightly in this area within the survey. Spectra Diversity provided Human Resources with summarized results. The two most frequent areas relate to management buy-in/allowed resources and training.

The results of the survey will be used by the IDEA Council and/or its subgroups to determine action items to continue the university's efforts to promote a diverse and supportive campus community.

HIGHLIGHTS

In reviewing results from the prior year, any increase or decrease of 5% or greater was considered statistically significant.

Management - how management sees itself and how management is seen by employees in terms of diversity and inclusion

Overall, these scores increased from 2016 to 2017. The scores decreased slightly on the Faculty responses but increased on the Staff response. This decrease was deemed statistically insignificant, but something to be aware of. Areas that showed statistical significance were:

- Management shows that diversity is important through their actions increased by 6.48% (55.29% in 2017 v 48.81% in 2016)
- Management sets a positive example for our organization in terms of inclusion increased by 5.78% (54.12% in 2017 v 48.34% in 2016)

- Management has a clear understanding of what diversity and inclusion means increased by 14.59% (65.89% in 2017 v 51.3% in 2016)

Culture – the organization norms and beliefs

Similar to the management section, faculty scores slightly decreased while staff ratings increased in this area. The highest increase came within the Culture section related to our individual understanding of diversity and inclusion:

- I understand what diversity and inclusion means at our organization increased by 9% (84.7% in 2017 v 75.7% in 2016)
- Disrespect and non-inclusion behavior is not tolerated at this organization decreased by 7.61% (58.82% in 2017 v 66.43% in 2016)

Policies, Practices and Procedures (3Ps) – how diversity and inclusion efforts are put into practice on an organizational level

This area saw the highest decrease overall in the survey, although not statistically significant other than in two areas:

- This organization has done a good job hiring people of diverse backgrounds decreased by 6.79% (47.06% in 2017 v 53.85% in 2016)
- Everyone has the same opportunities for professional development decreased by 5.51% (36.48% in 2017 v 30.97% in 2016)

Open-ended Feedback:

Categorizing the open-ended feedback, we grouped like responses together into the following categories:

- **Management Support** – people want to see leadership in on the training & providing their buy-in and commitment. Financial and administrative support is needed – attendance in training events and encouragement to attend at all levels.
- **Training** – this area came up most frequently and was the only shared area of concern/opportunity for improvement among both faculty and staff. While some employees suggested we implement workshops or educational sessions for staff, some recognize the need to look at staffing levels and add resources to implement training programs. Pluralism, religion, geographical, transgender and Title IX training suggested for faculty, including adjuncts.
- **Inclusionary Practices** – staff were particularly concerned in this area. Leader-centric culture – top leadership should cast a wider net for input. With a top down driven institution – people of influence should listen and solicit opinions. All levels of university should connect – the idea that one group is less likely to ask someone outside their area or level should not exist.

EMPLOYEE SURVEY QUESTIONS AND RESPONSES – 2016 & 2017

MANAGEMENT						
Question	Response	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Management shows that diversity is important through their actions	2017	11.76%	43.53%	25.88%	14.12%	4.71%
	2016	13.33%	35.48%	33.10%	13.10%	5.00%
Management sets a positive example for our organization in terms of inclusion	2017	14.12%	40.00%	25.88%	16.47%	3.53%
	2016	13.03%	35.31%	32.23%	13.03%	6.40%
Management has created a culture of diversity and inclusion at our organization	2017	10.59%	41.18%	30.59%	11.76%	5.88%
	2016	14.59%	40.34%	24.03%	14.38%	6.65%
Management has a clear understanding of what diversity and inclusion means	2017	17.65%	48.24%	18.82%	12.94%	2.35%
	2016	15.84%	35.46%	30.26%	12.29%	6.15%
Management holds all employees equally accountable for their actions and behaviors	2017	8.24%	32.94%	29.41%	24.71%	4.71%
	2016	15.09%	28.66%	26.29%	18.53%	11.42%

CULTURE						
Question	Response	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I understand what diversity and inclusion means at our organization	2017	32.94%	51.76%	12.94%	2.35%	0.00%
	2016	24.52%	51.19%	18.33%	5.24%	0.71%
Employees of different backgrounds interact well in our organization	2017	17.65%	54.12%	20.00%	8.24%	0.00%
	2016	18.35%	56.19%	18.81%	5.73%	0.92%
When diversity issues arise in this organization, they are dealt with in a positive and constructive manner	2017	9.41%	36.47%	40.00%	11.76%	2.35%
	2016	12.58%	37.96%	32.32%	12.80%	4.34%
The organization is committed to diversity and inclusion	2017	18.82%	49.41%	20.00%	7.06%	4.71%
	2016	20.76%	46.21%	20.76%	8.26%	4.02%
Disrespect and non-inclusive behavior is not tolerated at this organization	2017	18.82%	40.00%	24.71%	14.12%	2.35%
	2016	21.51%	44.92%	19.39%	10.17%	4.02%

POLICIES, PRACTICES AND PROCEDURES						
Question	Response	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Effort is made to solicit ideas of all employees in this organization	2017	9.41%	41.18%	27.06%	10.59%	11.76%
	2016	14.79%	38.19%	24.72%	13.91%	8.39%
This organization has done a good job hiring people of diverse backgrounds	2017	7.06%	40.00%	29.41%	20.00%	3.53%
	2016	13.63%	40.22%	30.77%	9.67%	5.71%
Everyone has the same opportunity for professional development	2017	9.41%	32.94%	21.18%	28.24%	8.24%
	2016	14.18%	30.50%	24.35%	19.39%	11.58%
The HR policies, practices and procedures in this organization support diversity and inclusion	2017	17.65%	50.59%	22.35%	9.41%	0.00%
	2016	18.76%	44.85%	27.00%	6.41%	2.97%
This organization is effective at promoting people of diverse backgrounds (across gender, race, age, etc.)	2017	8.24%	36.47%	35.29%	15.29%	4.71%
	2016	8.74%	32.74%	38.12%	13.23%	7.17%