



Wisdom to make a difference.

*Office of Institutional Research and Assessment*

## 2017 Climate Survey Findings

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Keene State College has maintained a commitment to equity and diversity on campus. The current KSC Sustainability and Vitality Plan 2018-2021 has as a goal, “Improve recruitment, retention of students, faculty and staff,” with a priority to, “Attract and retain diverse faculty and staff for a student-centered experience.” Given the changes in the demographics of potential college students, workforce needs and the shrinking global context, the synergy between KSC’s priorities is important to providing a quality education for all students. Many challenges in the United States and throughout the world are having an impact on higher education and KSC is not exempt from them.

To gain a deeper understanding of the impact and actively co-create a plan to address these challenges, the College conducted a campus climate survey in fall 2017, which continued into spring 2018. All employees and students were invited to respond to it as a means of assessing how well Keene State College ensures that all members of its campus community feel welcome, supported and safe. The Climate Survey is a locally-developed online survey that was previously administered in 2011 and 2014. Separate student and employee forms of this survey examine and compare experiences on campus and in the local community across race/ethnicity, gender, sexual orientation, gender identity, age, disability status, and employment category (for employees). In addition to objective items that use scales to assess agreement, the survey contains open-ended items that ask respondents to describe critical incidents relating to their experience as an employee or student. This report summarizes the results of that survey. Findings included in this report will inform the College’s equity and diversity programming.

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## KEY FINDINGS FROM THE 2017 CLIMATE SURVEY

Note: for detailed information on the findings below, click on the blue hyperlink headings.

- [Supportive environment](#)
  - [Students](#). Large majorities of students reported feeling welcome (88%), safe (85%), that they receive the assistance needed to succeed academically (84%), and that KSC clearly communicates the importance of treating others with respect (80%). Fewer agreed that KSC provides support to succeed socially (68%), that they belong at KSC (70%), and that they would recommend the College (74%--down from 86% in 2014).
  - [Employees](#). Most employees feel safe (93%) and welcome (82%), They were less likely to agree that they receive the support needed to succeed in their work (54%--down from 64% in 2014), and that they would recommend KSC (58%--down from 74% in 2014).
  
- [Experiences of Persons of Color](#)
  - [Students](#). The 2014 Student Climate Survey found that when compared with White students, Students of Color, were less likely to agree that they belong at KSC (81% vs 72%), the College provides support to succeed academically (83% vs 77%), KSC communicates that all should be treated with respect (84% vs 71%), and that they were treated respectfully by other students (83% vs 73%), faculty (92% vs 80%), and staff/administration (92% vs 80%). By contrast, in 2017, *there were no statistically significant differences* between White students and Students of Color on responses to any of the Climate Survey's objective questions. Nevertheless, responses to open-ended items described personal experiences with racial prejudice and discrimination.
  - [Employees](#). In 2017, fewer Employees of Color reported an experience of feeling welcome or supported (27%) than did White employees (54%). In addition, responses to open-ended items revealed experiences of both overt and subtle forms of racial discrimination.
  
- [Gender-related experiences](#)
  - [Students](#)
    - **Cisgender<sup>1</sup> men and women**. Since 2014, the percentage of cisgender women who report being treated respectfully in Greater Keene has not changed (64%), but the percentage for cisgender men has increased from 55% to 70%.
    - **Transgender students**. Over half of transgender students (54%) had an experience in which they felt unwelcome/unfairly treated/disrespected/unsafe. By comparison, 26% of students who are cisgender had such an experience.
  - [Employees](#).
    - **Cisgender men and women**. In 2017 cisgender women were nearly twice as likely (36%) as cisgender men (21%) to report being treated unfairly/disrespected because of an aspect of their identity. The percentage of this group of cisgender men experiencing this was unchanged from 2014, but the percentage for cisgender women increased from 23% to 36%.
    - **Transgender employees**. Too few employees reported being transgender to draw meaningful conclusions about this group.

<sup>1</sup>Denotes persons whose sense of personal identity and gender corresponds with their birth sex:

<https://www.lexico.com/en/definition/cisgender>

- [Sexual orientation--related experiences.](#)
  - [Students.](#) When compared with students who reported a heterosexual sexual orientation, students who reported LGBQ sexual orientations were less likely to agree that there is a faculty or staff member they can talk to when they have a concern (73% vs. 77%), they are treated respectfully by faculty (88% vs 91%), they have experienced a welcoming or supportive experience in KSC or Greater Keene (44% vs 58%), and they were more likely to report an experience of being treated unfairly/made to feel unwelcome (32% vs. 25%). However, the percentage made to feel unwelcome declined from 42% in 2014 to 32% in 2017.
  - [Employees.](#) Employees who reported a LGBQ sexual orientation were more likely than employees reporting a heterosexual sexual orientation to have been treated unfairly or disrespected because of an aspect of their identity (54% vs. 29%).
  
- [Experiences relating to disabilities](#)
  - [Students.](#) Students reporting a disability were less likely than those reporting no disability to agree that KSC provides support to succeed academically (73% vs. 88%) or socially (68% vs 73%), were less likely to agree that KSC clearly communicates the importance of treating others with respect (68% vs. 85%), and that they are treated respectfully by faculty (83% vs. 92%). In 2014, there were no significant differences between these groups on any of the survey's items. Agreement levels for students without disabilities were unchanged since 2014, but agreement levels for those with disabilities declined.
  - [Employees.](#) Among employees, those reporting a disability were less likely than those not reporting one to agree that they were treated respectfully by faculty (55% vs. 72%) and were more likely to have been treated unfairly/disrespected because of an aspect of their identity (48% vs. 27%).

## METHODS

### Survey Instrument

Designed by the College in 2011 and revised in 2014, the Keene State College Climate Survey investigates a wide range of diversity-related perspectives and experiences pertaining to social constructs of race/ethnicity, gender, sexual orientation, gender identity, disability status, and employee's employment category. Separate versions of the survey were prepared for student and employees. Both the student and employee versions contain sets of questions that examine the following topic areas.

- *Supportive Environment.* Questions in this set ask participants to rate their agreement with statements expressing feelings of being welcome, supported, valued, and safe (e.g., "I feel welcome at KSC;" "In general, I am treated respectfully by students.").
- *Tell your story.* Questions in this section ask participants to indicate if in the past three years they had (a) an experience resulting in a feeling of being welcomed and supported, and (b) an experience related to some aspect of their identity that caused them to feel unwelcome, unfairly treated, disrespected, or unsafe. Participants who answer "yes" to either of these questions were asked to tell as much or as little about the experience as they were comfortable to share.

In addition to these sets of questions, the student version contained a section related to learning about diversity. These asked students to indicate how much they agree that they learned about each of a range of diversity issues such as age/generational status, disabilities, and gender in their academic courses and in out-of-class experiences sponsored by or taking place at the College.

### Participants

#### *Student Survey*

We obtained findings from 482 of the 3,750 (12%) students enrolled during the Fall 2017 term. To determine if this low response rate caused various groups to be under- or over-represented, the known composition of the student body was compared with the sample composition. Both the race/ethnicity composition of the sample (Figure 1) and the year-in-school breakdown (Figure 2) were close to that of the student body. The sample did, however, have a strong female bias. Students identifying as women made up 67% of the sample, but only 54% of the student body at the time of data collection.

Figure 1

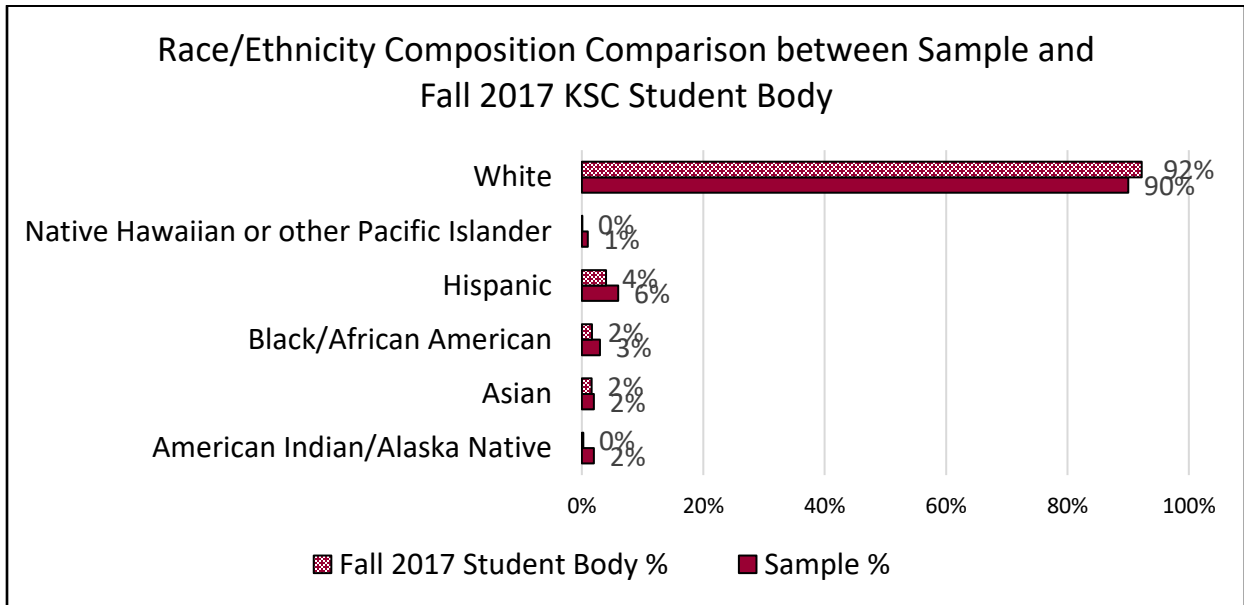
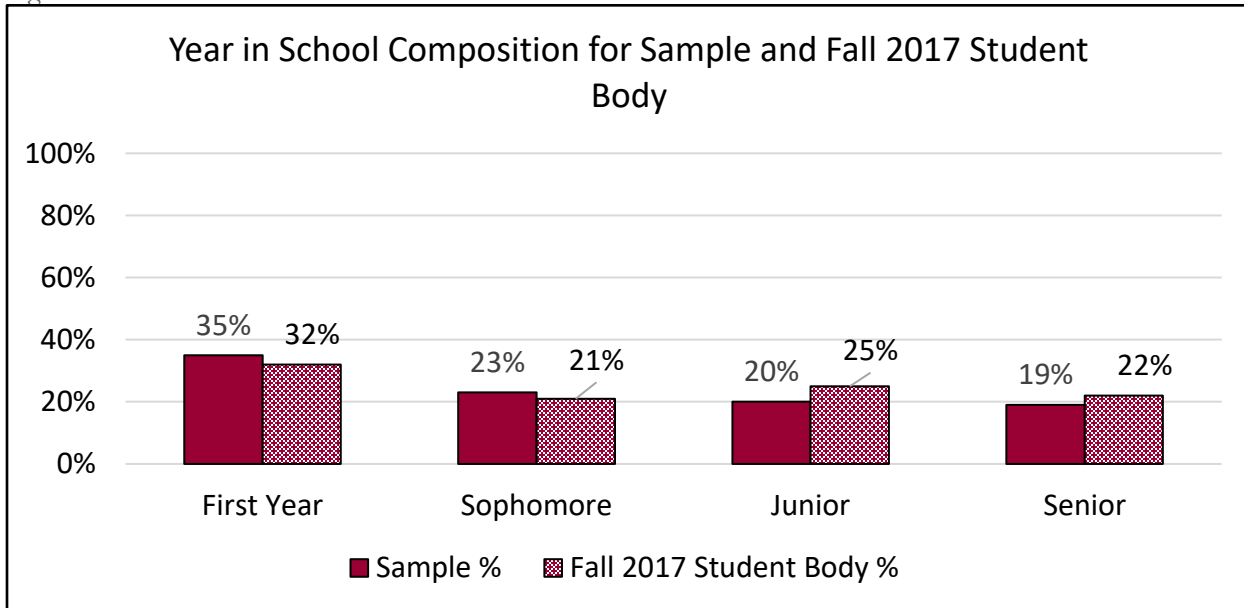


Figure 2



### *Employee Survey*

Of the 855 persons employed at KSC in Fall 2017, 322 (38%) completed the survey. Although this is a high response rate for an online survey--online survey response rates at KSC tend to range between 25-30%, the employee sample also had a female bias. Employees identifying as women made up 65% of the sample, but comprised 56% of those employed by KSC during Fall 2017. The sample percentage of Employees of Color (5%), however, was equal to their percentage of Fall 2017 KSC employees.

### **Procedures**

During October of 2017, employees and students received email invitations to complete the survey from then Interim President Melinda Treadwell. Follow-up reminder emails were sent by various campus leaders. Additional reminders were sent to both groups in February and March of 2018.

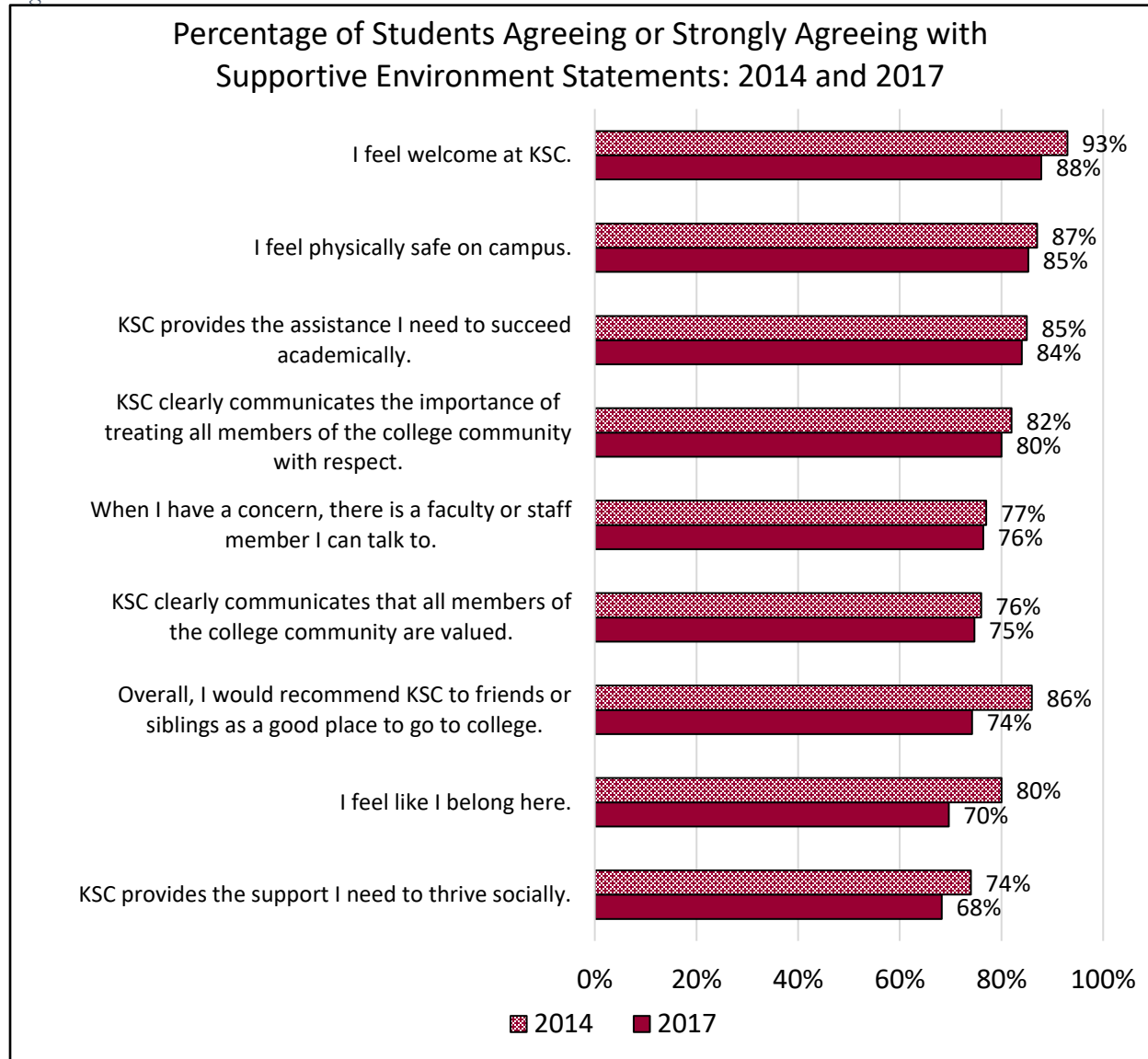
## DETAILED FINDINGS

### Supportive Environment Findings

#### Students

Large majorities of students reported feeling welcome (88%), safe (85%), that they receive the assistance needed to succeed academically (84%), and that KSC clearly communicates the importance of treating others with respect (80%). Fewer agreed that KSC provides support to succeed socially (68%), that they belong at KSC (70%), and that they would recommend the College (74%--down from 86% in 2014).

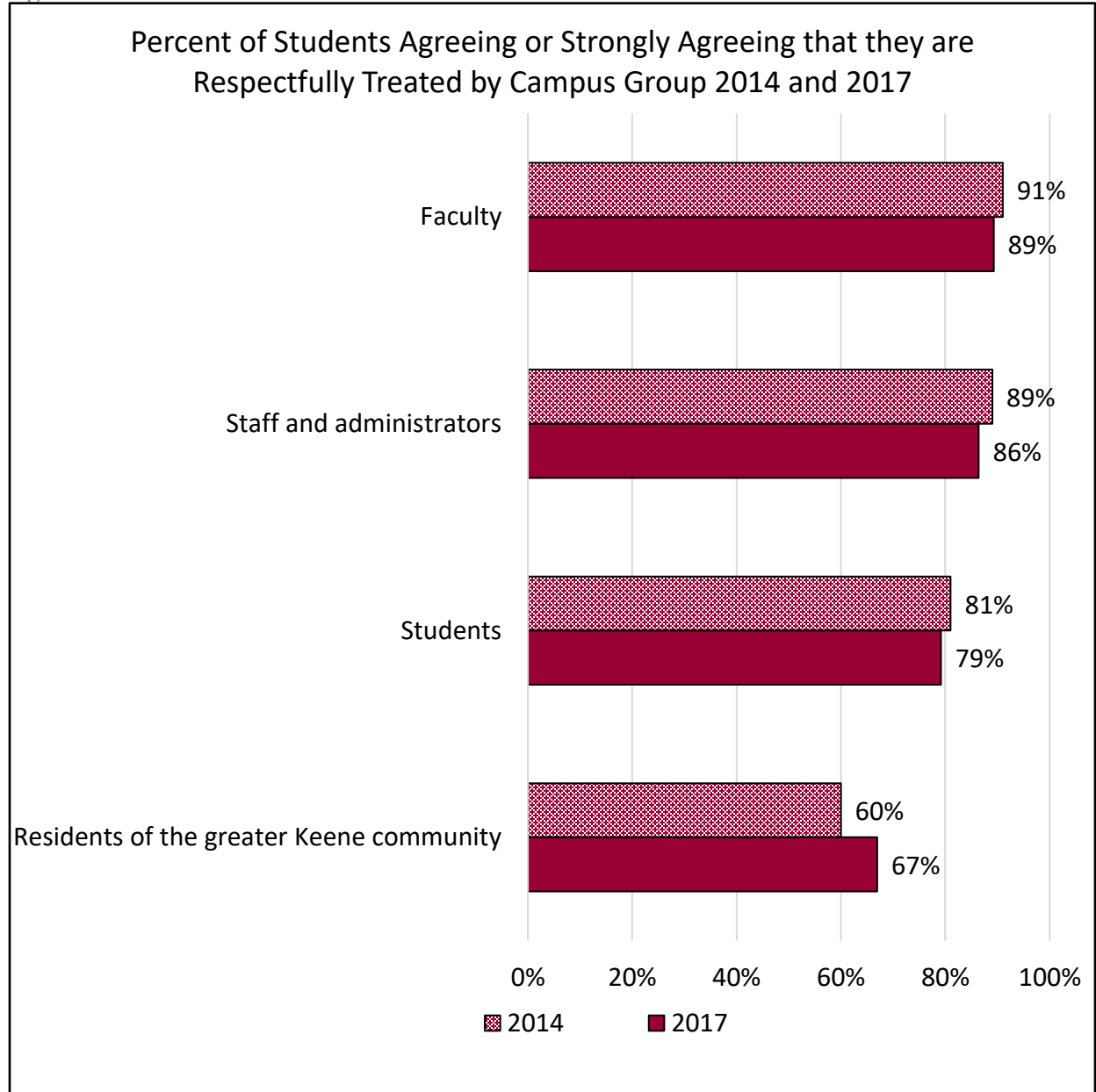
Figure 3





Large majorities of students agreed that they were respectfully treated by faculty (89%), staff and administrators (86%), students (79%), and residents of the Keene Community (Figure 4). Agreement percentages declined slightly since 2014 for all groups except Keene Community residents for whom agreement increased from 60% in 2014 to 67% in 2017.

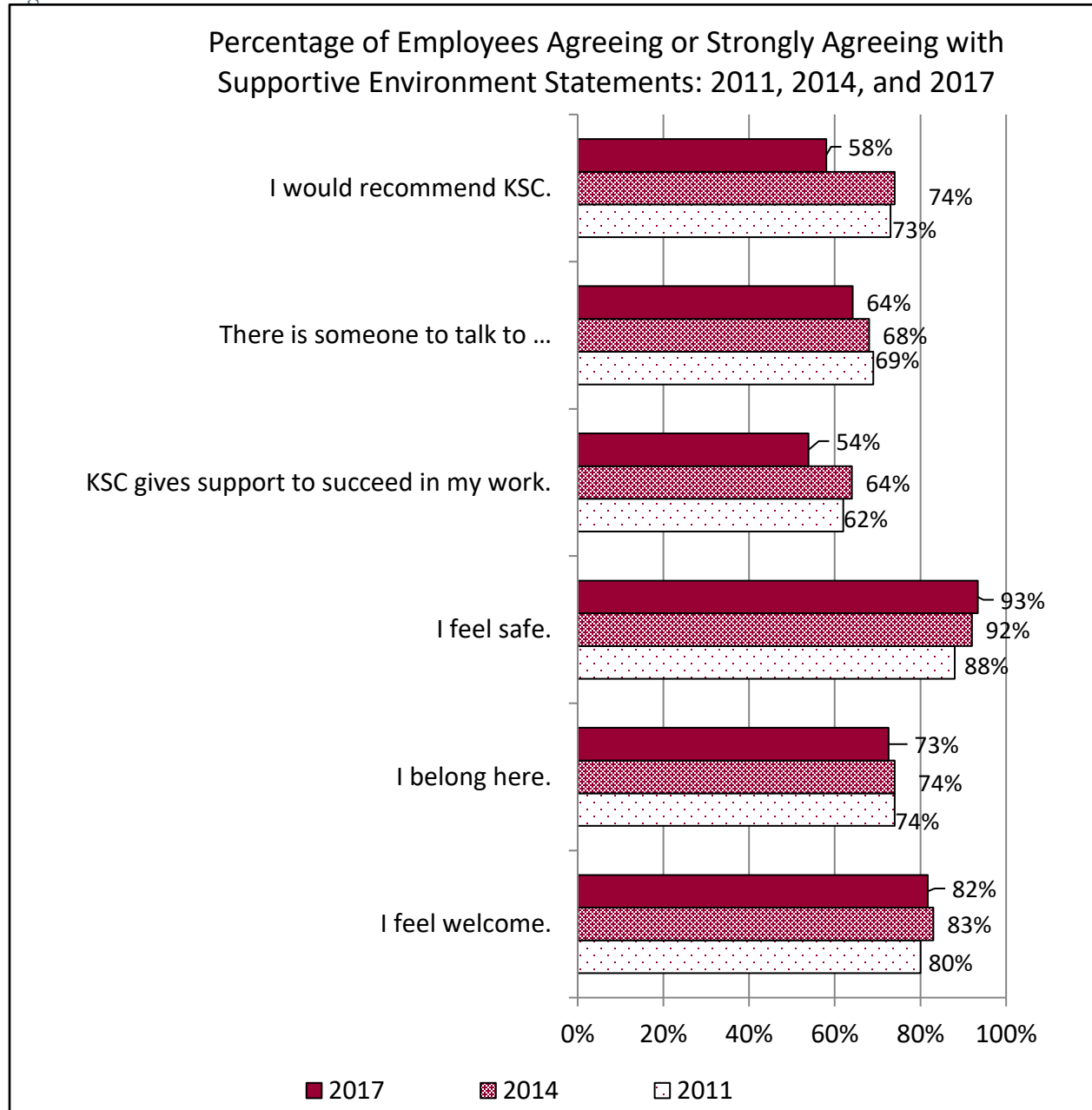
Figure 4



Employees

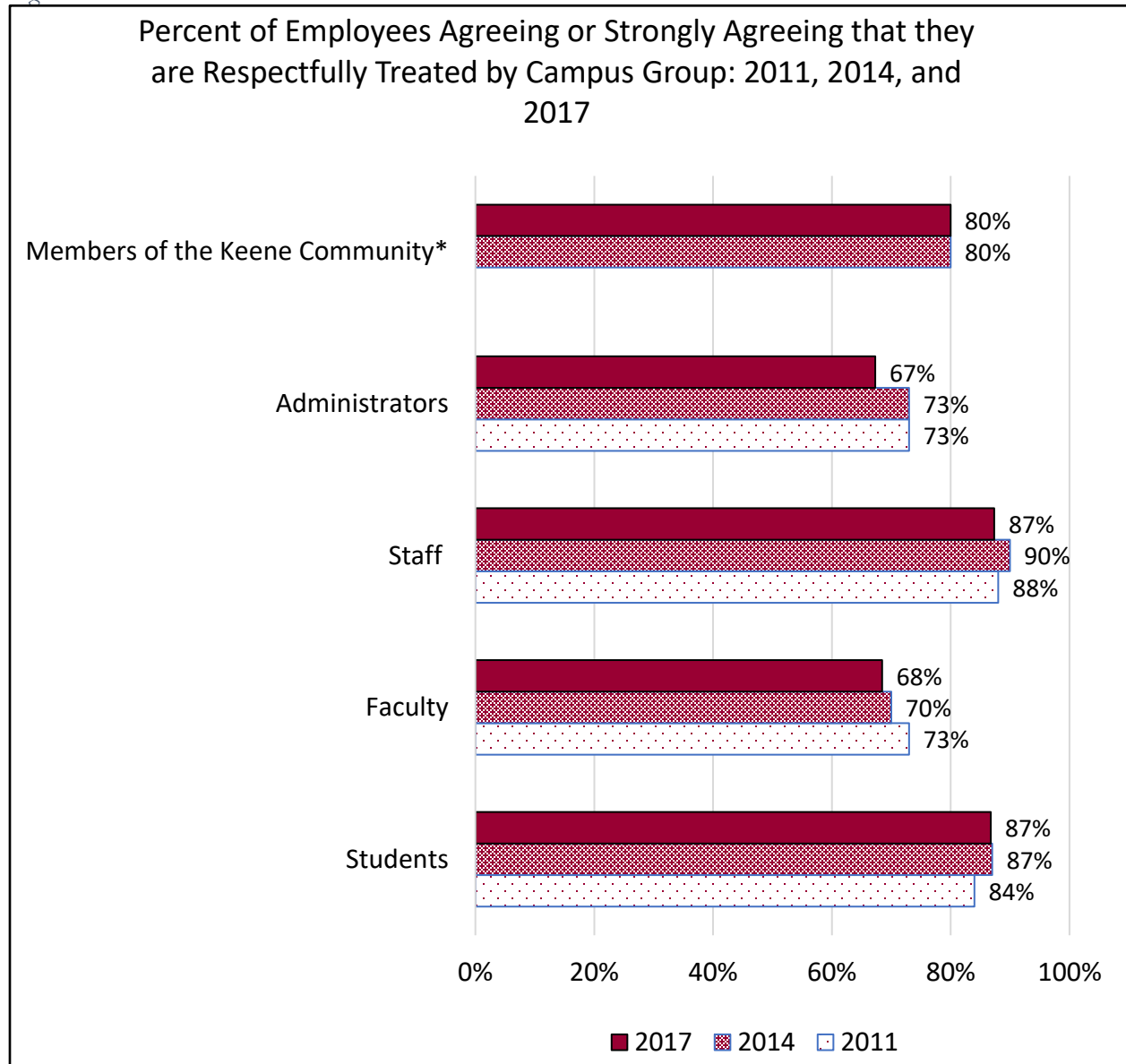
Figure 5 indicates that most employees feel safe (93%) and welcome (82%). They were less likely to agree that they receive the support needed to succeed in their work (54%--down from 64% in 2014), and that they would recommend KSC (58%--down from 74% in 2014).

Figure 5



As illustrated in Figure 6, close to 90% of employees agreed that they were treated respectfully by students (87%), staff (87%), and members of the Keene community (80%). Fewer employees agreed that faculty (68%) and administrators (67%) treated them with respect. The percentage for faculty declined steadily between 2011 and 201-2018. The administrator percentage held at 73% in 2011 and 2014, but declined in 2017.

Figure 6



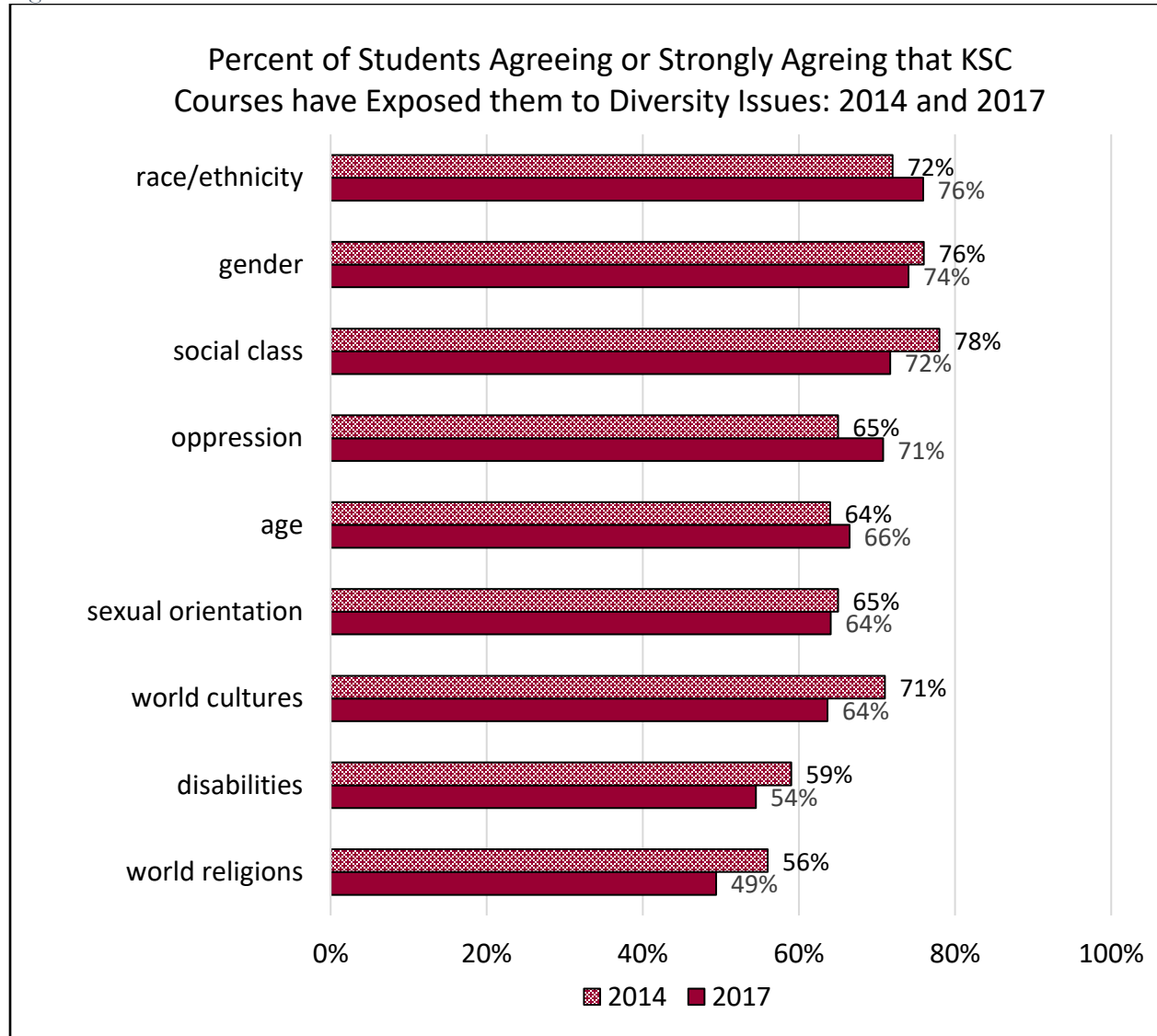
\*No 2011 data available for “Members of Keene Community.”

## Student Learning about Diversity Findings

### *KSC Courses*

Between 60% and 80% of students agreed that KSC courses exposed them to the following diversity issues: world cultures, sexual orientation, age, oppression, social class, gender, and race/ethnicity (Figure 7). Fewer agreed that courses exposed them to issues relating to disabilities (54%) and world religions (49%). When compared with 2014 findings, agreement percentages increased for race/ethnicity and oppression. Agreement declined for social class, world cultures, and world religions.

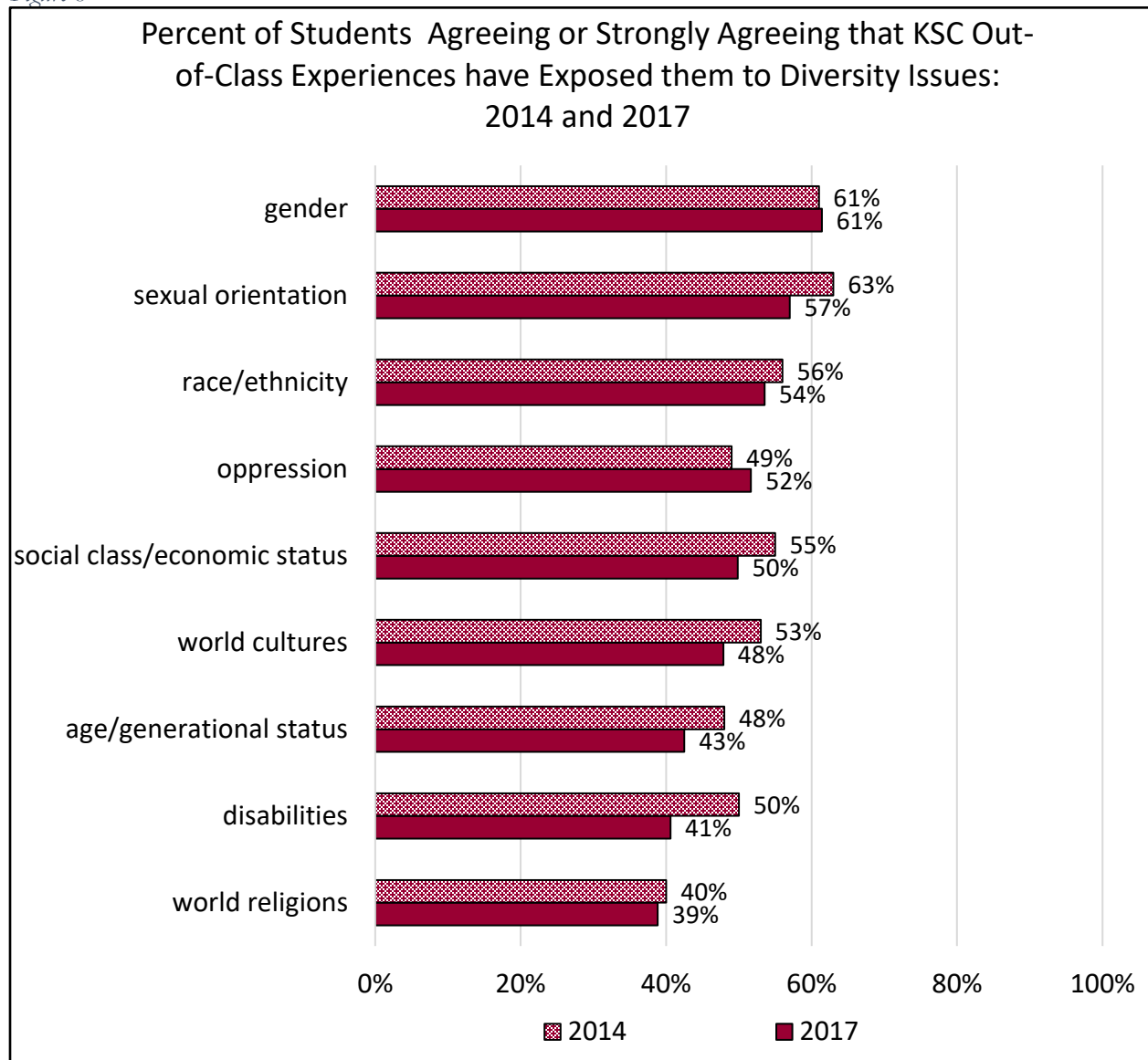
*Figure 7*



*KSC Out-of-Class Experiences*

Fewer student agreed that their out-of-class experiences exposed them to diversity issues than was the case for KSC courses. Over half agreed that these experiences exposed them to social class, oppression, race/ethnicity, sexual orientation and gender (Figure 8). Less than half agreed that such experiences exposed them to world cultures, age, disabilities, and world religions. As these were also the three issues that students encountered least frequently in courses, it would be advisable to identify means of increasing student exposure to them.

Figure 8



## Experiences of Persons of Color

### Students

*Findings from multiple-choice questions.* The 2014 Student Climate Survey found that when compared with White students, Students of Color, were less likely to agree that they belong at KSC (81% vs 72%), the College provides support to succeed academically (83% vs 77%), KSC communicates that all should be treated with respect (84% vs 71%), and that they were treated respectfully by other students (83% vs 73%), faculty (92% vs 80%), and staff/administration (92% vs 80%). By contrast, in 2017, *there were no statistically significant differences* between White students and Students of Color on responses to any of the Climate Survey’s objective questions. Nevertheless, as illustrated by the comments presented below, responses to open-ended items described personal experiences with racial prejudice and discrimination.

*Findings from open-ended questions.* Presented in Table 1 are examples of comments that are representative of those made by Students of Color when describing an experience that made them feel particularly welcome and one that made them feel disrespected and unwelcome. Student of color s noted welcoming experiences with campus offices such as the Counseling Center, and the Office of Multiculturalism, and campus programming such as Orientation. This group of students also noted experiences with prejudice and discrimination. Such experiences more commonly noted an off-campus than an on-campus setting.

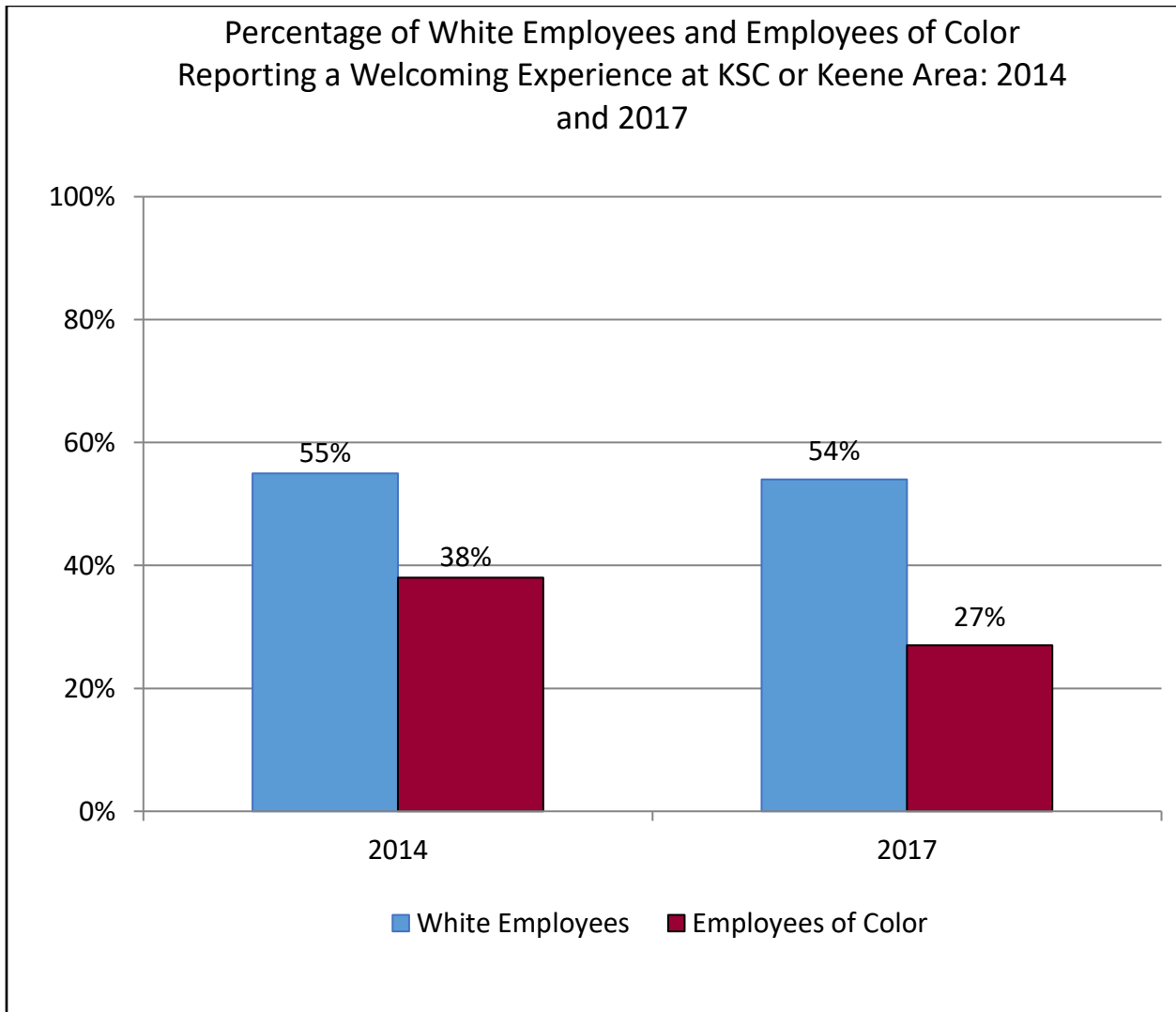
*Table 1: Examples of comments made by Students of Color representative of those they made when describing welcoming and/ or hostile experiences at KSC or in the Keene area.*

Incident Type	Examples of Representative Comments
<b>Welcoming and Respectful</b>	<ul style="list-style-type: none"> <li>• The Counseling Center [made me feel welcome] They have made me feel comfortable even during difficult conversations I've had with them.</li> <li>• Orientation really helped make me feel welcomed and walking around downtown I would notice people smiling welcoming me into the community.</li> <li>• ...the office of Multiculturalism helped me find a faculty mentor who was a non-traditional student who lived off campus. My mentor is absolutely fantastic and a great resource for me regarding both academic situations as well as life situations.</li> </ul>
<b>Hostile and Disrespectful</b>	<ul style="list-style-type: none"> <li>• The college can't do anything about these things but a lot of white students think it's ok to say the n word.</li> <li>• ...an RD accused me of something I did not do because of my race</li> <li>• [I felt unfairly treated when] Walking with my friend while racial slurs were used towards him and threats were made because of his race.</li> <li>• People in the town of Keene [are] blatantly racist.</li> </ul>

Employees

*Findings from multiple-choice questions.* Among all the questions on the survey, there was only one for which there was a statistically significant difference between the responses of White employees and Employees of Color. In 2017, fewer Employees of Color reported an experience of feeling welcome or supported (27%) than did White employees (54%). The same pattern was obtained in 2014, but the difference between these groups of employees was not as great (Figure 9).

Figure 9



*Findings from open-ended items.* Employees of color provided four responses to the two open-ended items (Table 2). Two were impressed with the kind and supportive nature of the KSC community. The remaining two noted experiences with both overt and subtle forms of racial discrimination.

*Table 2: Examples of comments made by Employees of Color representative of those they made when describing welcoming and/or hostile experiences at KSC or in the Keene area.*

Incident Type	Examples of Representative Comments
<b>Welcoming and Respectful</b>	<ul style="list-style-type: none"> <li>• ...people at Keene State College are very kind and helpful especially staff and faculty members</li> <li>• The overwhelming support I received from the KSC campus community and the community at large regarding Hurricane Maria and the effect it had on my family.</li> </ul>
<b>Hostile and Disrespectful</b>	<ul style="list-style-type: none"> <li>• I have learned to live with this reality that I am "the other" however, since I was told by a faculty member I am here because Affirmative Action and the lack of commitment of KSC to work hard regarding the presence of students and faculty of color.</li> <li>• Diversity is neither respected nor celebrated at KSC. Its only paid lip service.</li> </ul>



## Gender-Related Experiences

### Students

*Cisgender men and women—multiple-choice findings.* For two survey questions, responses made by cisgender men and women students differed significantly. First, since 2014, the percentage of cisgender women who report being treated respectfully in Greater Keene has not changed (64%), but the percentage for cisgender men has increased from 55% to 70% (Figure 10). As a result, in 2017 the cisgender agreement percentage for men was significantly higher than the percentage for women. Second, consistent with the findings from 2014, cisgender women were less likely than cisgender men to agree that they feel safe on campus (Figure 11). Despite this difference, a large majority of cisgender women (83%) did agree with that statement.

Figure 10

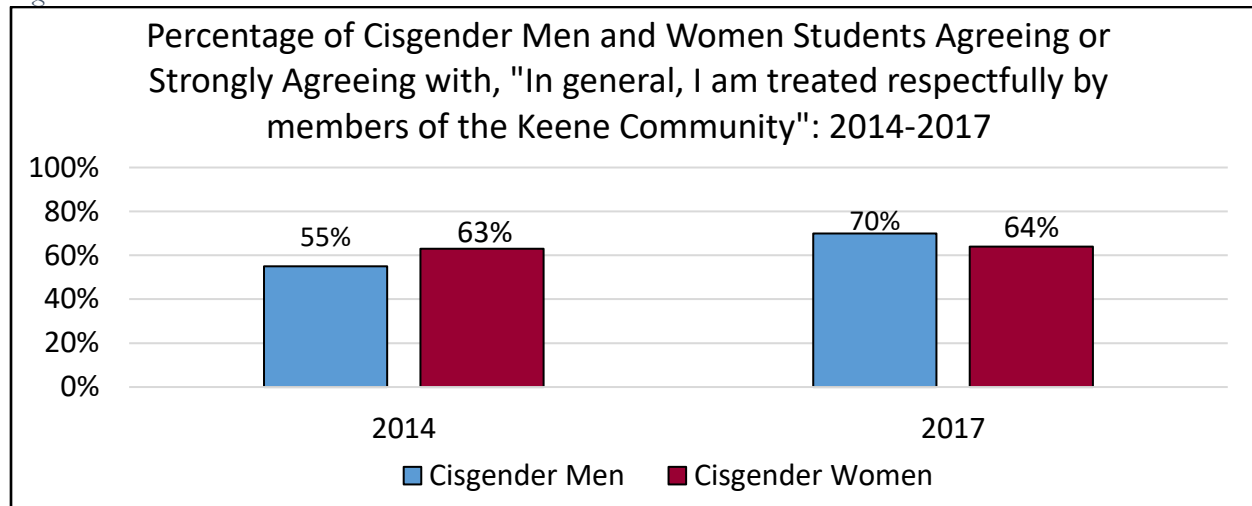
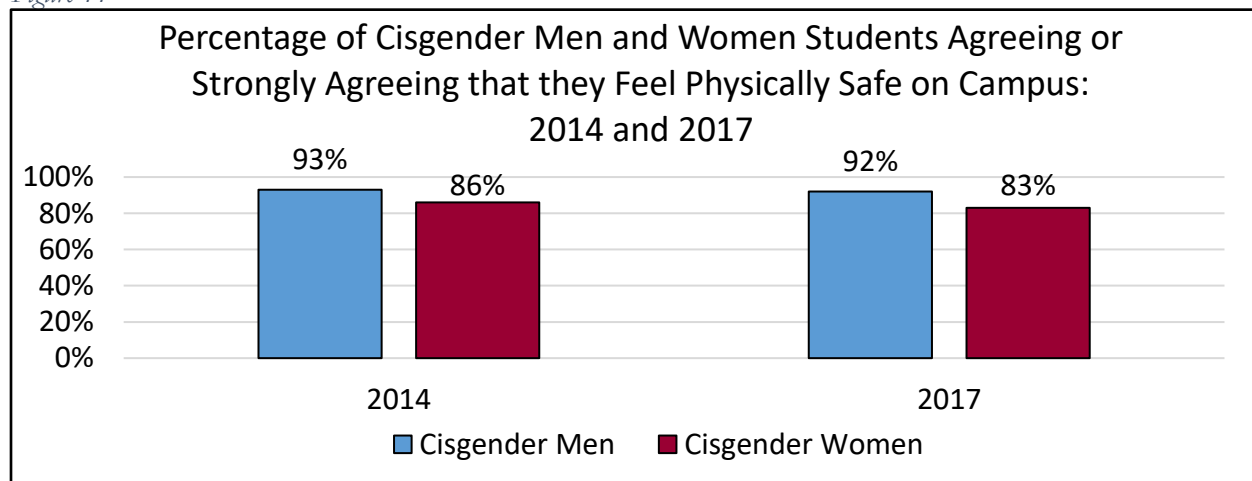


Figure 11



*Cisgender men and women—open-ended question findings.* Comments describing welcoming and hostile experiences made by cisgender students tended to cluster into on-campus and community incidents (Table 3). While on campus cisgender women noted welcoming experiences with co-curricular groups and the campus community as a whole. Hostile on-campus experiences involving sexual harassment were also noted. In the community, this group noted welcoming experiences with local businesses and Keene residents. Hostile off-campus experiences involved cat-calling by passersby and other forms of sexual harassment.

*Table 3: Examples of comments made by cisgender women students representative of those they made when describing welcoming and/or hostile experiences at KSC or in the Keene area.*

Location	Incident Type	Examples of Representative Comments
On Campus	Welcoming and Respectful	<ul style="list-style-type: none"> <li>• In my sorority I have felt supported everyday by my amazing sisters</li> <li>• I don't think I've ever felt like I belonged somewhere more than I do here at Keene. Keene State College is my home now. The people here are like my family.</li> <li>• I joined the women's rugby team and they were all so welcoming</li> </ul>
	Hostile and Disrespectful	<ul style="list-style-type: none"> <li>• I've been sexually harassed by my roommate's friend on more than one occasion.</li> <li>• I felt like I was being favored in one of my classes by my male professor because I am a female. I rapidly realized he did not talk to anyone else the way he talked to me... It often contributed to me skipping class</li> </ul>
In Keene	Welcoming and Respectful	<ul style="list-style-type: none"> <li>• I got a job at the Protestant church in downtown Keene and they have been incredibly welcoming</li> <li>• Every time I go into a restaurant in Keene, everyone is always welcoming and makes sure I get a discount if I am wearing KSC apparel or have my id on me</li> <li>• I once had a flat tire and was parked on the side of the road here in Keene, about 10 different cars stopped and asked if I needed help or a coat since it was cold out.</li> </ul>
	Hostile and Disrespectful	<ul style="list-style-type: none"> <li>• I feel unsafe in Keene when I am by myself at night. I have had several people come up to me and try to harass me probably because I'm a girl. I have called the police and they literally told me that this stuff happens...</li> <li>• Cat calling in the downtown area</li> <li>• Sometimes I feel uneasy walking home alone from work late at night.</li> </ul>

Among cisgender men (Table 4), welcoming on-campus experiences involved College activities and events, and experiences with KSC employees. Hostile on-campus incidents experienced by this group included anti-male bias in a class, encountering racist and derogatory language directed at other groups, and hostile behavior stemming from intoxication.

Table 4: Examples of comments made by cisgender men students representative of those they made when describing welcoming and/or hostile experiences at KSC or in the Keene area.

Location	Incident Type	Examples of Representative Comments
On Campus	Welcoming and Respectful	<ul style="list-style-type: none"> <li>• I first visited the campus at an Accepted Student Day in April 2017. It just felt right, and I felt like I was connecting. It was ultimately the reason I decided to go here.</li> <li>• During Parents Weekend my mom and I volunteered with other KSC students and family members to make meal packages for people with no other access to food. Together we did something for others and it made me feel a part of a positive community.</li> <li>• When I first started attending Keene State one thing I noticed was how much some of the higher up administration puts into having a positive image on campus and building a reputation with the students</li> </ul>
	Hostile and Disrespectful	<ul style="list-style-type: none"> <li>• On one occasion, [a female professor] told me that I'm not capable of understanding because I'm a privileged white male. I dropped the class</li> <li>• Often times when [men I live with] talk about Muslims, the black community, gays and other minorities of the US, they use extremely racist and derogatory language.</li> <li>• Multiple times. Intoxicated students in Residence Halls.</li> </ul>
In Keene	Welcoming and Respectful	<ul style="list-style-type: none"> <li>• Several business owners have welcomed me and expressed their respects due to me being an active member of the KSC soccer team</li> <li>• Pumpkin fest in particular was a fantastic example of how I as a student could interact with the community</li> <li>• ...many Keene community members stopped my group during Service Day and thanked us for being there and doing what we were doing</li> </ul>
	Hostile and Disrespectful	<ul style="list-style-type: none"> <li>• The resident of Keene very clearly dislike students.</li> <li>• Whenever my friends and I go to Walmart or some store we know that there is someone from the store watching us</li> </ul>

*Transgender students—multiple-choice findings.* Over half of transgender students (54%) had an experience in which they felt unwelcome/unfairly treated/disrespected/unsafe. By comparison, 26% of cisgender students had such an experience. This is consistent with the 2014 finding that two of the three students who indicated they were transgender reported such an experience, but only 24% of cisgender students did so.

*Transgender students—open-ended question findings.* There was not a sufficient amount of comments made by transgender students to group them by setting (Table 5). Those describing a welcoming incident noted experiences with student organizations, Residential Life, and the Office of Multicultural Support. Hostile and disrespectful experiences occurred on KSC's campus, in residence halls, and in the community.

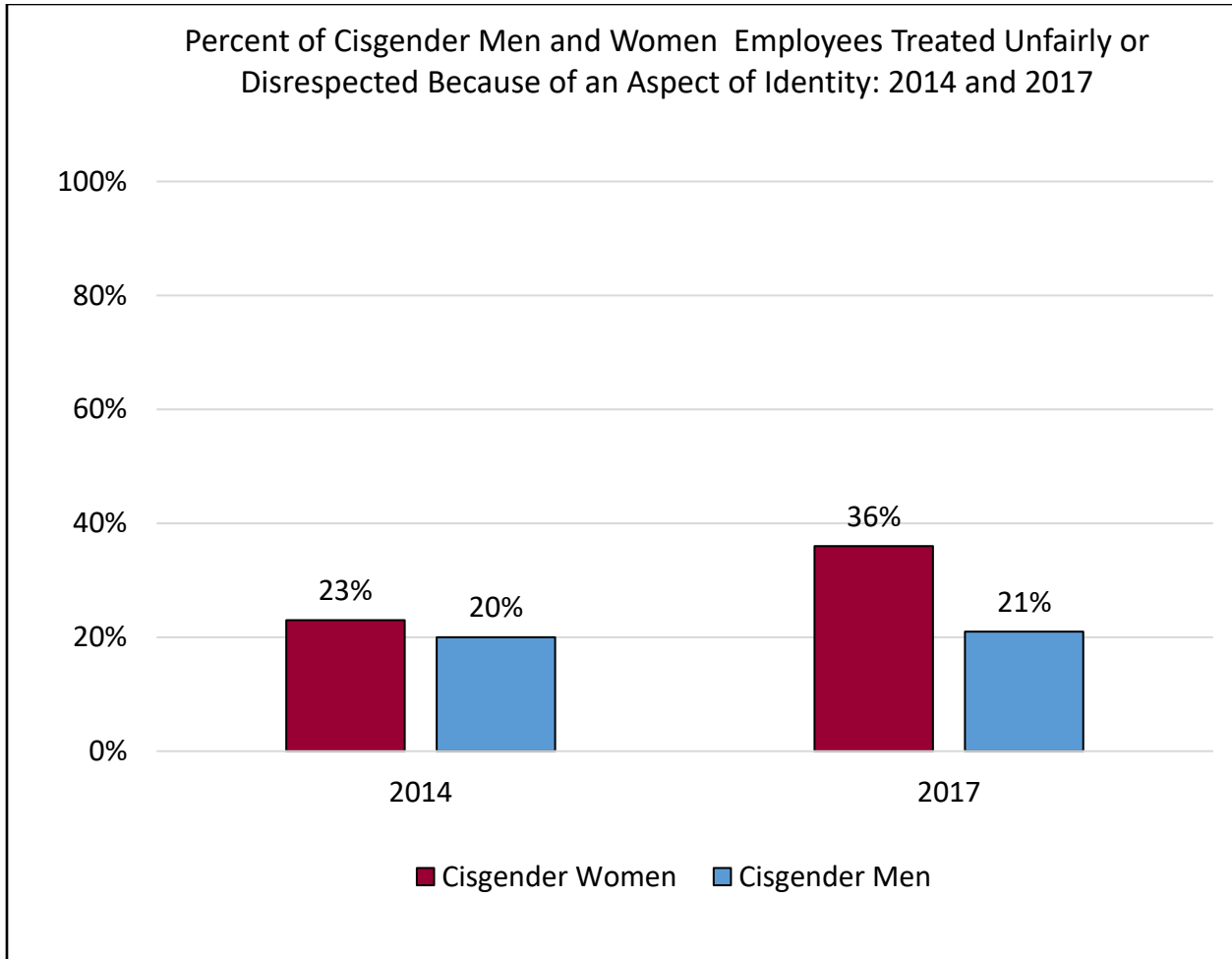
*Table 5: Examples of comments made by transgender students representative of those they made when describing welcoming and/or hostile experiences at KSC or in the Keene area.*

<b>Incident Type</b>	<b>Examples of Representative Comments</b>
<b>Welcoming and Respectful</b>	<ul style="list-style-type: none"> <li>• When I was exploring my gender identity I attended a KSC Pride meeting presenting as the gender I wished to identify and the whole meeting was so wonderfully comfortable and I felt so at home</li> <li>• The office of residential life has been particularly welcoming to me. While coming out as transgender, my RAs and RD were accommodating, supportive, and kind.</li> <li>• The presence of the Office of Multicultural Support has provided an excellent safe and supportive space for my friends and I, which I would like to see expanded and/or better advertised.</li> </ul>
<b>Hostile and Disrespectful</b>	<ul style="list-style-type: none"> <li>• When I walk around campus, I frequently hear slurs such as "f_____" [homophobic expletive deleted] and "tr_____" [anti-transgender expletive deleted] that make me feel uncomfortable and unwelcome as a queer individual. These experiences have been really hurtful. When I reported them, nothing happened at all.</li> <li>• In Monadnock Hall: My roommate and I put LGBT pride related images on our whiteboard, and the pronouns we use. These were erased repeatedly. My name tag was ripped down from the door a couple times, and at one point my name was blacked out in sharpie, which happened to no other Monadnock residents. ...I firmly believe it was absolutely done due to my identity in the LGBT community.</li> <li>• I was in Walmart purchasing items for the organization that I am the treasurer for, and I was not given the pin for the P-card, and an individual behind me in line commented that this "tra_____" [anti-transgender expletive deleted] better make up their mind about whether or not they could buy the items, which made me feel like I just wanted to run away from the store.</li> </ul>

Employees.

*Cisgender men and women—multiple-choice findings.* In 2017 cisgender women were nearly twice as likely (36%) as cisgender men (21%) to report being treated unfairly/disrespected because of an aspect of their identity (Figure 12). The percentage of cisgender men experiencing this was unchanged from 2014, but the percentage for cisgender women increased from 23% to 36%.

Figure 12



*Cisgender men and women—open-ended question findings.* Cisgender women employees noted staff appreciation actions and the campus atmosphere as welcoming (Table 6). At the same time, they noted incidents of gender discrimination and sexual harassment.

Cisgender men also appreciated staff appreciation activities as well as the overall campus atmosphere (Table 7). Hostile incidents reported by this group include perceptions of anti-White male bias.

*Table 6: Examples of comments made by cisgender women employees representative of those they made when describing welcoming and/or hostile experiences at KSC or in the Keene area.*

Incident Type	Examples of Representative Comments
<b>Welcoming and Respectful</b>	<ul style="list-style-type: none"> <li>• In January there was the staff appreciation ceremony and it was a great event and a real morale booster.. I had been nominated by a student and it was very touching.</li> <li>• I've been "owled"</li> <li>• I was able to transition from student to staff with ease and I was welcomed into my new position without any prejudice that I had been a student employee beforehand.</li> <li>• When I came to work here, I was nervous because I hadn't worked in higher ed before and so didn't know what to expect. Thankfully, it has been an amazing learning and growth experience to be embraced and encouraged by my colleagues</li> </ul>
<b>Hostile and Disrespectful</b>	<ul style="list-style-type: none"> <li>• I've experience clear discrimination from students about both my age and sex.</li> <li>• Being pregnant was a very uncomfortable experience.,... a colleague asked if I was upset due to my hormonal imbalances related to breastfeeding.</li> <li>• ...women professors at KSC are not treated with the respect that they deserve.</li> </ul>

*Table 7: Examples of comments made by cisgender men employees representative of those they made when describing welcoming and/or hostile experiences at KSC or in the Keene area.*

Incident Type	Examples of Representative Comments
<b>Welcoming and Respectful</b>	<ul style="list-style-type: none"> <li>• I also received the Golden Owl from another staff department.</li> <li>• I do a lot of youth coaching and feel a connection with the greater Keene community..</li> <li>• The Res Life staff is amazing. Everyone in the office is welcoming and will do anything to support new ideas, and students.</li> </ul>
<b>Hostile and Disrespectful</b>	<ul style="list-style-type: none"> <li>• There are so many messages on campus that denigrate men. ... I'm tired of having my station in life (which I was born into) constantly thrown in my face.</li> <li>• Everyone that is politically liberal says that being white is bad or at least alludes to it when they in fact are white themselves.</li> </ul>

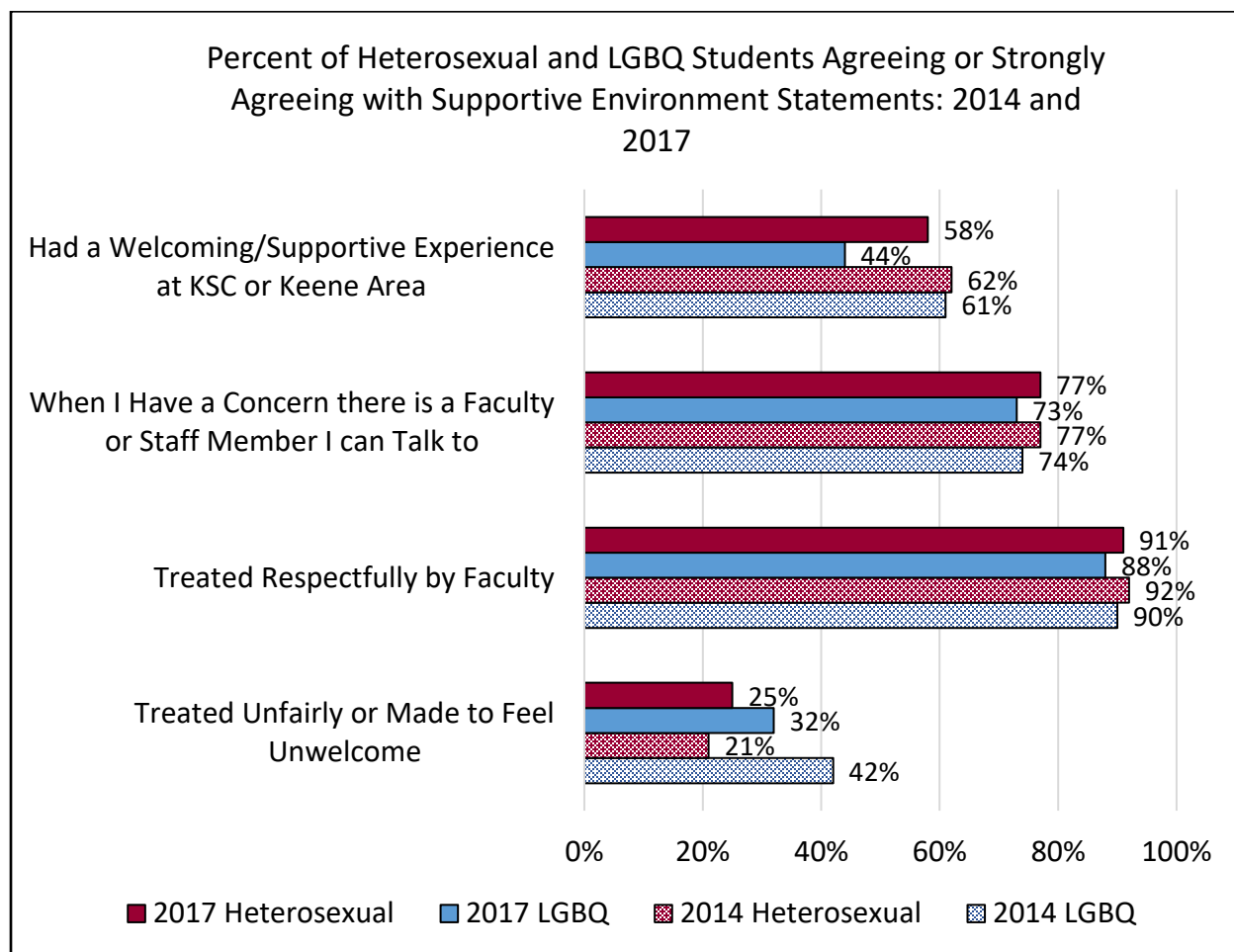
*Transgender employees.* Too few employees reported being transgender to draw meaningful conclusions about this group.

## Sexual Orientation--Related Experiences

### Students

*Multiple-choice findings.* As illustrated in Figure 13, when compared with students who are heterosexual, students with LGBTQ sexual orientations (transgender student experiences were examined separately and are summarized above under Gender-Related Experiences) were less likely to agree that they have experienced a welcoming or supportive experience in KSC or Greater Keene (44% vs 58%), there is a faculty or staff member they can talk to when they have a concern (73% vs. 77%), they are treated respectfully by faculty (88% vs 91%), and they were more likely to report an experience of being treated unfairly /made to feel unwelcome (32% vs. 25%). However, the percentage made to feel unwelcome declined from 42% in 2014 to 32% in 2017.

Figure 13



*Open-ended question findings.* Welcoming experiences reported by LGBTQ students included campus events, campus programming, and personal recognition (Table 8). They also reported being the target of derogatory comments, harassment stemming from their sexual orientation, and incidents of same-sex sexual misconduct.

*Table 8: Examples of comments made by LGBTQ students representative of those they made when describing welcoming and/or hostile experiences at KSC or in the Keene area.*

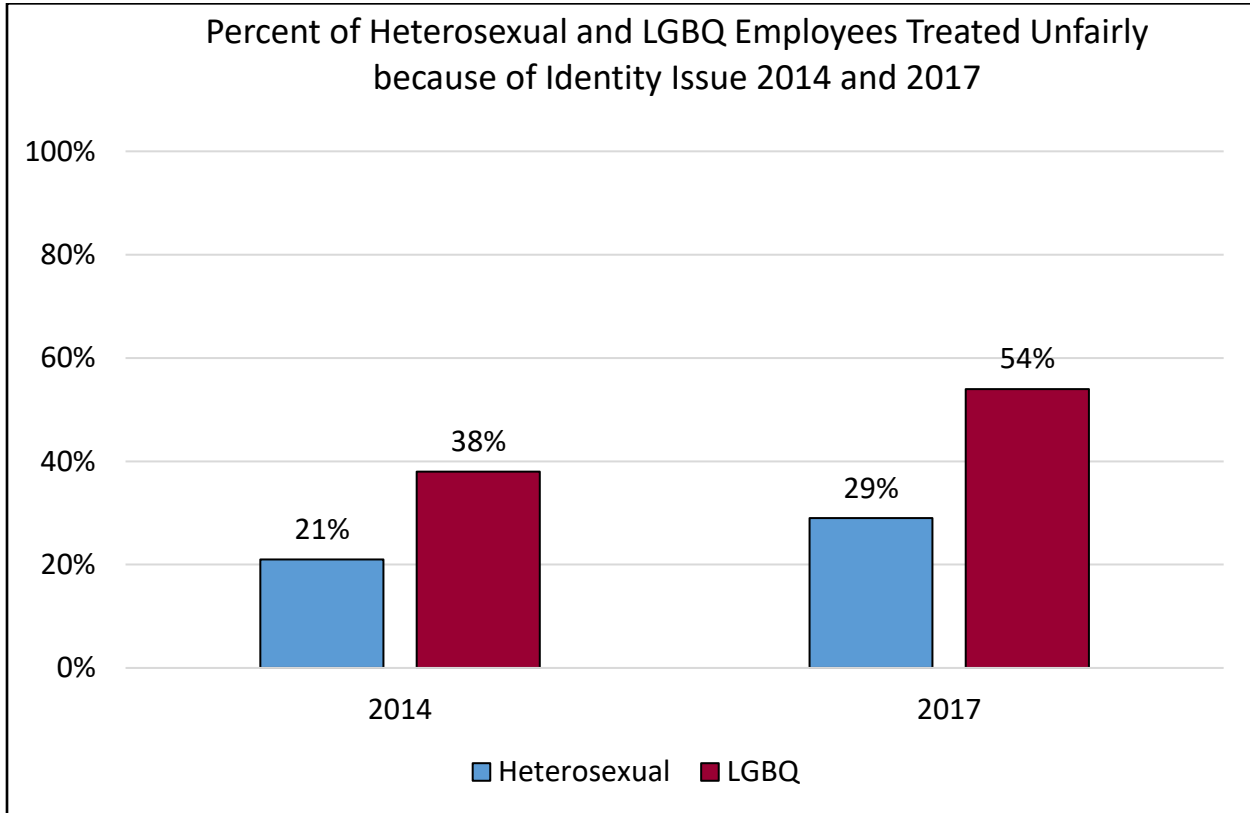
Incident Type	Examples of Representative Comments
<b>Welcoming and Respectful</b>	<ul style="list-style-type: none"> <li>• I think the time I felt especially supported was when I presented at the teach-in this fall. My presentation was about bisexuality: my own, my peers, and the community as a whole. I felt very supported and inspired by how many people showed up, and asked a variety of questions, admitting their own lack of knowledge or offering to help others.</li> <li>• Each year Mentors in Violence Prevention (MVP) had provided a welcoming, supportive, and safe space for me; both generally during the year and more specifically at the training.</li> <li>• I got a really nice scholarship because the head of the scholarship saw me as a model citizen and a leader that others would emulate and follow. I was so thankful for this opportunity and it has helped me grow as both a student and community member.</li> </ul>
<b>Hostile and Disrespectful</b>	<ul style="list-style-type: none"> <li>• The use of derogatory slurs against LGBT people is extremely common, nearly every day I'll walk by a couple people on campus and someone will be saying "that's gay" or "you're a f__"[homophobic expletive deleted] to another person.</li> <li>• I believe that the production of No Zebras should include a scene about sexual violence/harassment in a same sex relationship, or interaction of some kind, I know several people who have experienced something along these lines to a capacity, but very rarely do you hear about how to deal with such a situation...</li> <li>• Students have continuously harassed and made fun of my previous roommate because of her sexual orientation.</li> </ul>



*Employees*

*Multiple-choice findings.* Employees with LGBQ sexual orientations (the experiences of transgender employees are summarized under “Gender-Related Experiences above) were more likely than employees reporting a heterosexual sexual orientation to have been treated unfairly or disrespected because of an aspect of their identity (54% vs. 29%).

Figure 14



*Open-ended question findings.* Employees with LGBTQ sexual orientations noted experiences of support from fellow employees and receiving “You’ve been Owled” recognition from fellow employees (Table 9). Hostile experiences reported by this group of employees include being the target of homophobic hate speech, feeling unsafe expressing public intimacy in town or on campus, and a general sense of having their identity erased by heteronormative assumptions.

*Table 9: Examples of comments made by LGBTQ employees representative of those they made when describing welcoming and/or hostile experiences at KSC or in the Keene area.*

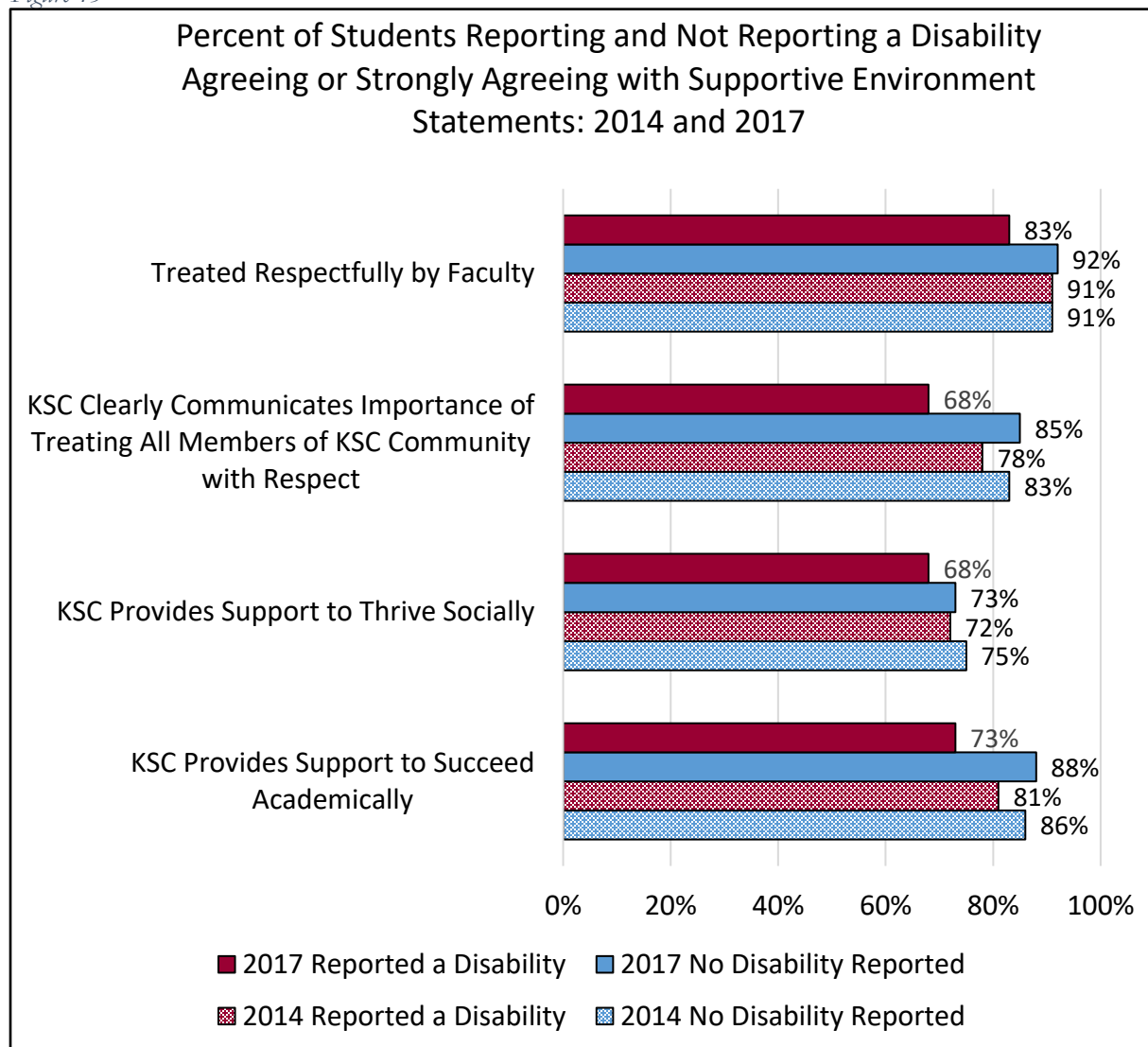
<b>Incident Type</b>	<b>Examples of Representative Comments</b>
<b>Welcoming and Respectful</b>	<ul style="list-style-type: none"> <li>• Positive experiences primarily when talking one-on-one with colleagues I trust who offer me support and vice versa.</li> <li>• Receiving multiple "You've been Owled" notes from other staff members letting me know that my work is appreciated</li> </ul>
<b>Hostile and Disrespectful</b>	<ul style="list-style-type: none"> <li>• [I] wouldn't feel safe holding hands or any kind of public intimacy with my husband either on campus or downtown in Keene because of insults here...</li> <li>• My husband and I had “F_____ F___ [expletives deleted]” screamed at us from a random stranger on Main Street while walking home from work together.</li> <li>• My bisexual identity is frequently erased by the way in which our campus community members make assumptions, talk about gender/sexuality, etc.</li> </ul>

## Experiences Relating to Disabilities

### Students

*Multiple-choice findings.* As illustrated in Figure 15, Students reporting a disability were less likely than those reporting no disability to agree that KSC provides support to succeed academically (73% vs. 88%) or socially (68% vs. 73%), were less likely to agree that KSC clearly communicates the importance of treating others with respect (68% vs. 85%), and that they are treated respectfully by faculty (83% vs. 92%). In 2014, there were no significant differences between these groups on any of the survey's items. Agreement levels for students without disabilities were unchanged since 2014, but agreement levels for those with disabilities declined.

Figure 15



*Open-ended question findings.* Students reporting disabilities noted welcoming experiences with the Office of Disability Services, the Counseling Center, and individual faculty. At the same time, students reported derogatory comments by other students relating to their disabilities and the accommodations they require.

*Table 10: Examples of comments made by students reporting a disability representative of those they made when describing welcoming and/or hostile experiences at KSC or in the Keene area.*

Incident Type	Examples of Representative Comments
<b>Welcoming and Respectful</b>	<ul style="list-style-type: none"> <li>• Working with the office of disabilities has been a wonderful experience that has made my transition into college a success. They have been extremely helpful and understanding of my disabilities and I haven't had any difficulty at all accessing the accommodations I need. It's been a true joy to work with Jane Warner.</li> <li>• I went to seek counseling services here and I felt very welcomed and supported by the counselors and staff. They still help me today with my issues and they're great.</li> <li>• All my teachers are open to extra help, which is very important to me. I can really tell my advisor is looking out for me.</li> </ul>
<b>Hostile and Disrespectful</b>	<ul style="list-style-type: none"> <li>• I received slander behind my back about my weight when people I lived with were frustrated with me. I had to move into a single and eventually off campus because of hostile residence halls. (Holloway is where I lived).</li> <li>• I am a resident assistant with a service dog. Two days ago, a resident and his family were harassing me, insinuating that I should not be an RA because I have a service dog.</li> <li>• I have high functioning autism and extreme social anxiety - so opening up is hard enough as it is. The staff are great. They're welcoming, they're respectful, and they're supportive. But the students, I can't even ask someone what time it is without them being rude.</li> </ul>

Employees

*Multiple-choice findings.* Among employees, those reporting a disability were more likely to have been treated unfairly/disrespected because of an aspect of their identity (Figure 16), and were less likely than those not reporting one to agree that they were treated respectfully by faculty (Figure 17).

Figure 16

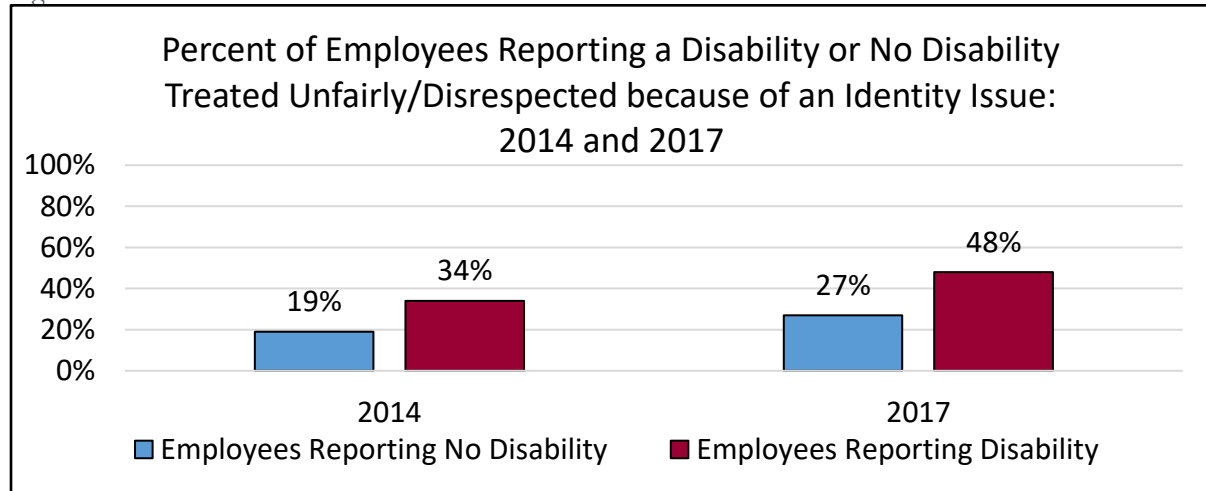
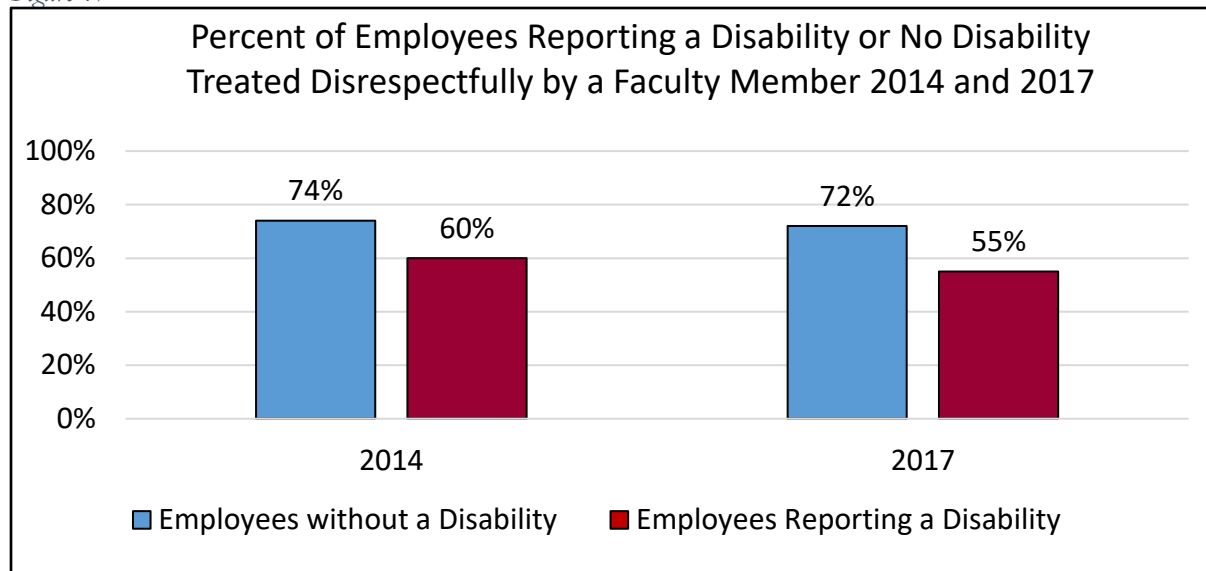


Figure 17



*Open-ended question findings.* Employees reporting disabilities provided no comments about experiences relating to that aspect of their identity.

## RECOMMENDED ACTIONS

It is recommended that Keene State College take the following actions to address employee and student climate concerns noted in this report.

1. Create more opportunities for students, faculty and staff to interact with one another to address issues of diversity and equity. Continue the campus-wide dialogue opportunities with President Treadwell.
2. Use existing courses and/or create new courses to increase the awareness of issues of diversity and equity.
3. Increase attendance at diversity and equity related campus presentations, lectures and workshops.
4. Develop a comprehensive process for KSC community members to report bias-related experiences. This process should include how to report and a clear description of what will happen when a report is filed. Once plan is developed, it must be communicated to all members of the community.
5. Establish ongoing personal and professional development opportunities for faculty and staff where skills and tools are provided to manage difficult dialogue, address complicated interactions and navigate diverse perspectives expressed within classrooms and throughout the campus. Establish a process to onboard new faculty and staff.
6. Co-create a diversity and equity plan with Keene community (City of Keene, Chamber of Commerce, Antioch, K-12, other business and industry) to facilitate the evolution of a more welcoming community
7. Integrate a diversity and equity frame on everything we do on campus that will become the foundation of all the work done on campus.

## CONCLUSION

Findings from the 2017 Climate Survey of students and employees provided evidence of the College's ongoing commitment to equity and diversity on campus. Nearly all students and employees reported feeling welcome and safe. Unlike the findings from the 2014 survey, there were no statistically significant differences between White students and Students of Color on responses to any of the Climate Survey's objective questions. Finally, the percentage of students with LGBTQ sexual orientations made to feel unwelcome because of an aspect of their identity declined from 42% in 2014 to 32% in 2017.

Nevertheless, student and faculty findings identified key challenges the College must address in these areas. Fewer Employees of Color than White employees reported experiencing a welcoming experience, and both Students and Employees of Color disclosed experiences with prejudice and discrimination—particularly in the Keene community. Among employees, cisgender women were nearly twice as likely as cisgender men to experience being treated unfairly/disrespected because of an aspect of their identity. Over half of transgender students had an experience in which they felt unwelcome/unfairly treated/disrespected/unsafe, as compared with 26% of students who are not transgender. Students with LGBTQ sexual orientations were less likely than heterosexual students to agree that (a) there is a faculty or staff member they can talk to when they have a concern, (b) they are treated respectfully by faculty, (c) they have experienced a welcoming or supportive experience in KSC or Greater Keene, and (d) they were more likely to report an experience of being treated unfairly/made to feel unwelcome (32% vs. 25%).

In addition to concerns such as these that were noted in previous administrations of the survey, disability prejudice and discrimination emerged as a new and important concern for students and faculty. Students reporting a disability were (a) less likely than those reporting no disability to agree that KSC provides support to succeed academically or socially, (b) less likely to agree that KSC clearly communicates the importance of treating others with respect, and (c) less likely to agree that they are treated respectfully by faculty. Among employees, those reporting a disability were *less* likely than those not reporting one to agree that they were treated respectfully by faculty, and were *more* likely to have been treated unfairly/disrespected because of an aspect of their identity.

As a means of addressing such concerns and building upon the College's past successes, a series of actions are recommended. These include expansion of classroom and extracurricular student learning relating to diversity issues, professional development opportunities for employees, and improved means for students and faculty to alert the College to bias-related experiences. In so doing, the College will make important strides toward achieving its Sustainability and Vitality Plan goal of improving, "...recruitment, retention of students, faculty and staff with a priority to attract and retain diverse faculty and staff for a student-centered experience."