



**Center for Diversity & Inclusion**

**2017 Diversity and Inclusion Climate Survey**

**Executive Summary**

*with oversight from the*

**Presidential Commission on Campus Inclusion**

*and in consultation with*

**UWG College of Social Sciences**

**Center for Research**

March 2018

# UWG Diversity Statement

When you “Go West,” you become part of a culture that embraces diversity and inclusion, recognizing the valuable contributions of each of our faculty, staff, and students. Our individual differences lend us a collective strength that also serves as an expression of our values and beliefs. We value every member of our community not in spite of but because of our differences in age, color, creed, education, ethnicity, gender expression, national origin, physical and cognitive ability, race, sex, sexual orientation, socioeconomic class, and veteran status.

# Overview

In October 2017, the University of West Georgia (UWG) conducted a Campus Climate Survey, a web-based questionnaire that asked employees (staff and faculty) about:

- Experiences and interactions shaped by social identity
- Attitudes and opinions about the diversity and inclusion environment at the UWG
- Experiences and interactions with supervisors and co-workers
- Experiences, interactions and satisfaction within schools/colleges, workplace environments, and the Carrollton community

In general, we wanted to assess whether our values, especially the UWG value of inclusiveness, were reflected in the daily experiences of members of the campus community in order to better understand the challenges of creating an environment that is respectful and inclusive for all.

# Survey Design, Administration & Analysis

The UWG Climate Survey was designed in 2015 by [Presidential Commission on Campus Inclusion \(PCCI\)](#), which include diversity professionals, academic researchers and social science faculty. The survey included 90 items focused on perceptions, satisfaction, and experiences at UWG. In order to compare and measure progress, the same 2015 tool was used again in 2017.

The 2017 online survey was administered via Qualtrics.™ The survey was available from 9:00 A.M. on Monday, October 16, 2017 to Monday, October 30th at 5:00 P.M. Survey invitations were sent out to all current employee email addresses using email lists of faculty and staff maintained by the UWG Information Technology Services Division based on data submitted by Human Resources.

The UWG College of Social Sciences Center for Research conducted the analysis of all responses to the questions and open-ended comments in the survey. The Center for Research removed all information that could personally identify people from the survey submissions so that all responses may remain confidential. Analysis of the quantitative survey responses were conducted using the Stata (version 14) statistical analysis program, and the analysis of the thematic comments were conducted by coding the themes in Microsoft Excel.

There were 583 responses to the survey, with 91 respondents partially completing the survey. This amounts to a survey's response rate of 35 percent. Survey respondents were allowed to skip individual questions throughout the survey, so the number of responses ranged from 358 to 510 on questions asked of all respondents.

# Results & Key Findings

## 1. Summary Results of Survey Questions

**Table 1**

| Variable   | Min | Max | Average Score |
|--|-----|-----|---------------|
| Have been made to feel uncomfortable or different because of their...            |     |     |               |
| <i>age</i>   | 0   | 1   | 21.7%         |
| <i>gender</i>  | 0   | 1   | 25.8%         |
| <i>race</i>  | 0   | 1   | 18.8%         |
| <i>ethnicity</i>   | 0   | 1   | 14.3%         |
| <i>sexual orientation</i>  | 0   | 1   | 7.9%          |
| <i>veteran status</i>  | 0   | 1   | 10.5%         |
| <i>disability</i>  | 0   | 1   | 51.1%         |
| <i>religion or spiritual beliefs</i>   | 0   | 1   | 32.6%         |
| <i>political beliefs</i>   | 0   | 1   | 42.8%         |
| <i>some other factor</i>   | 0   | 1   | 17.5%         |
| Generally, at UWG...   |     |     |               |
| <i>people from different backgrounds get along well.</i>                         | 1   | 5   | 3.74          |
| <i>people are valued regardless of their backgrounds.</i>                        | 1   | 5   | 3.70          |
| <i>top administrators are committed to creating an inclusive campus.</i>         | 1   | 5   | 3.90          |
| <i>staff are committed to creating an inclusive campus.</i>                      | 1   | 5   | 3.85          |
| <i>faculty are committed to creating an inclusive campus.</i>                    | 1   | 5   | 3.92          |
| <i>top administrators value diverse perspectives.</i>                            | 1   | 5   | 3.73          |
| <i>staff value diverse perspectives.</i>   | 1   | 5   | 3.69          |
| <i>faculty value diverse perspectives.</i>                                       | 1   | 5   | 3.79          |
| <i>marketing materials reflect a commitment to diversity and inclusion.</i>      | 1   | 5   | 4.00          |
| <i>publications are provided in accessible formats.</i>                          | 1   | 5   | 3.81          |
| <i>job postings reflect a commitment to diversity and inclusion.</i>             | 1   | 5   | 3.72          |
| Generally, my immediate supervisors...   |     |     |               |
| <i>are committed to diversity and inclusion.</i>                                 | 1   | 5   | 4.10          |
| <i>values diverse perspectives.</i>  | 1   | 5   | 4.10          |
| <i>get along well with people from different backgrounds.</i>                    | 1   | 5   | 4.18          |
| <i>value everyone regardless of their backgrounds.</i>                           | 1   | 5   | 4.14          |
| <i>prefer people who are similar to them.</i>                                    | 1   | 5   | 2.89          |
| Generally, my coworkers...   |     |     |               |
| <i>are committed to diversity and inclusion.</i>                                 | 1   | 5   | 3.98          |
| <i>values diverse perspectives.</i>  | 1   | 5   | 3.96          |
| <i>get along well with people from different backgrounds.</i>                    | 1   | 5   | 4.10          |
| <i>value everyone regardless of their backgrounds.</i>                           | 1   | 5   | 4.04          |
| <i>prefer people who are similar to them.</i>                                    | 1   | 5   | 3.00          |
| Feel the need to minimize parts of my identity in order to fit in at UWG.        | 1   | 5   | <b>2.81</b>   |
| Satisfaction with UWG's...   |     |     |               |
| <i>overall sense of campus community.</i>  | 1   | 5   | 3.75          |
| <i>campus climate for political differences.</i>                                 | 1   | 5   | 3.16          |
| <i>campus climate for religious difference.</i>                                  | 1   | 5   | 3.22          |
| <i>campus climate for gender &amp; sexuality differences.</i>                    | 1   | 5   | 3.46          |
| <i>campus climate for racial or ethnic diversity.</i>                            | 1   | 5   | 3.49          |
| <i>campus climate regarding issues of age and ageism.</i>                        | 1   | 5   | 3.50          |
| <i>campus climate for people with disabilities.</i>                              | 1   | 5   | 3.56          |
| <i>administrative response to incidents of discrimination.</i>                   | 1   | 5   | 3.35          |
| Satisfaction with the climate in Carrollton when it comes to diversity and inclu | 1   | 5   | 3.01          |

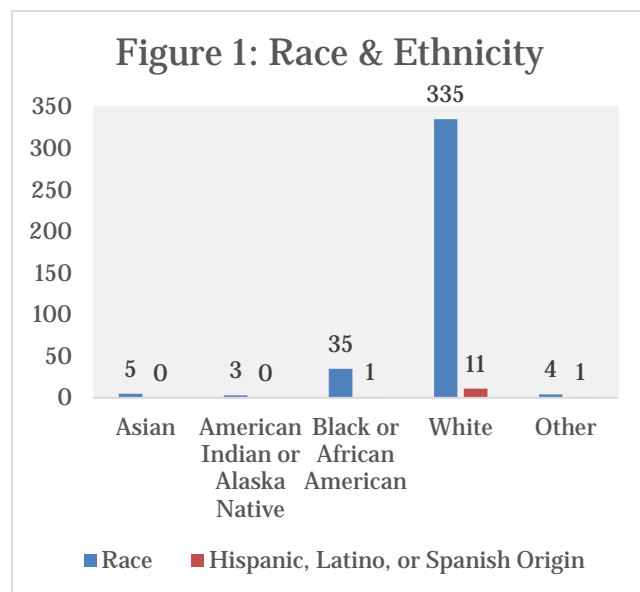
Overall, most of the average scores on the survey (presented in Table 1) show some support for Diversity and Inclusion on most questions. The questions

range either from 1(Strongly Disagree) to 5 (Strongly Agree) or No (0) and Yes (1).

Relatively lower percentages of people reported being made to feel uncomfortable for their sexual orientation (8%), their veteran status (10%), or their ethnicity (14%), compared to higher numbers reporting feeling being made to feel uncomfortable due to their disability status (51%), their political beliefs (43%), or their religious beliefs (33%). 22%, 26%, and 19% reported being made uncomfortable in the respective categories of age, gender, and race.

Nearly all of the responses for the next groups of questions were above the mid-point of 3 (Neither Strongly Agree nor Disagree), with the exception of “Generally, my immediate supervisors prefer people who are similar to them” (which is a question that a lower number would actually reflect higher levels of support for diversity and inclusion), and the question “I feel the need to minimize parts of my identify to fit in at UWG”. This question is noteworthy not only because it is the atypically low score, but also because of the overall homogeneity of the demographics in the survey, which are presented in Figures 1-4.

The sample of survey respondents identified primarily as White, heterosexual, Christian, and with no reported disability, which reflects current UWG demographics. The effect of having very large homogeneous groups in the sample who may have very different perceptions of diversity and inclusion than underrepresented minorities at UWG could mask any lower scores of the smaller groups. It becomes apparent that the survey vastly represented the perspectives of those people who report being White, not of Hispanic, Latino, or Spanish origin. This doesn't mean that the values in Table 1 are not important to consider, but it does emphasize the need to look at sub-groups within the overall survey.



Most respondents reported not being a veteran and not having a disability. Similarly, the survey responses were primarily composed of heterosexuals who identified with some form of Christianity. The magnitude of this disparity is easier to comprehend in Figures 2-4, which show this difference graphically.

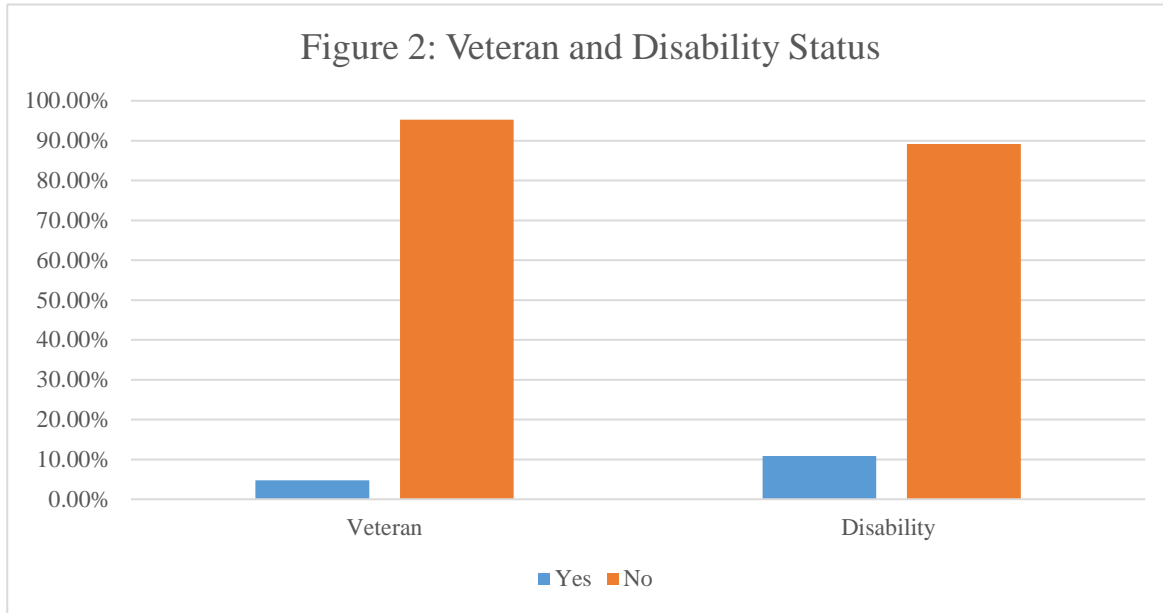


Figure 3: Gender Identity and/or Sexuality

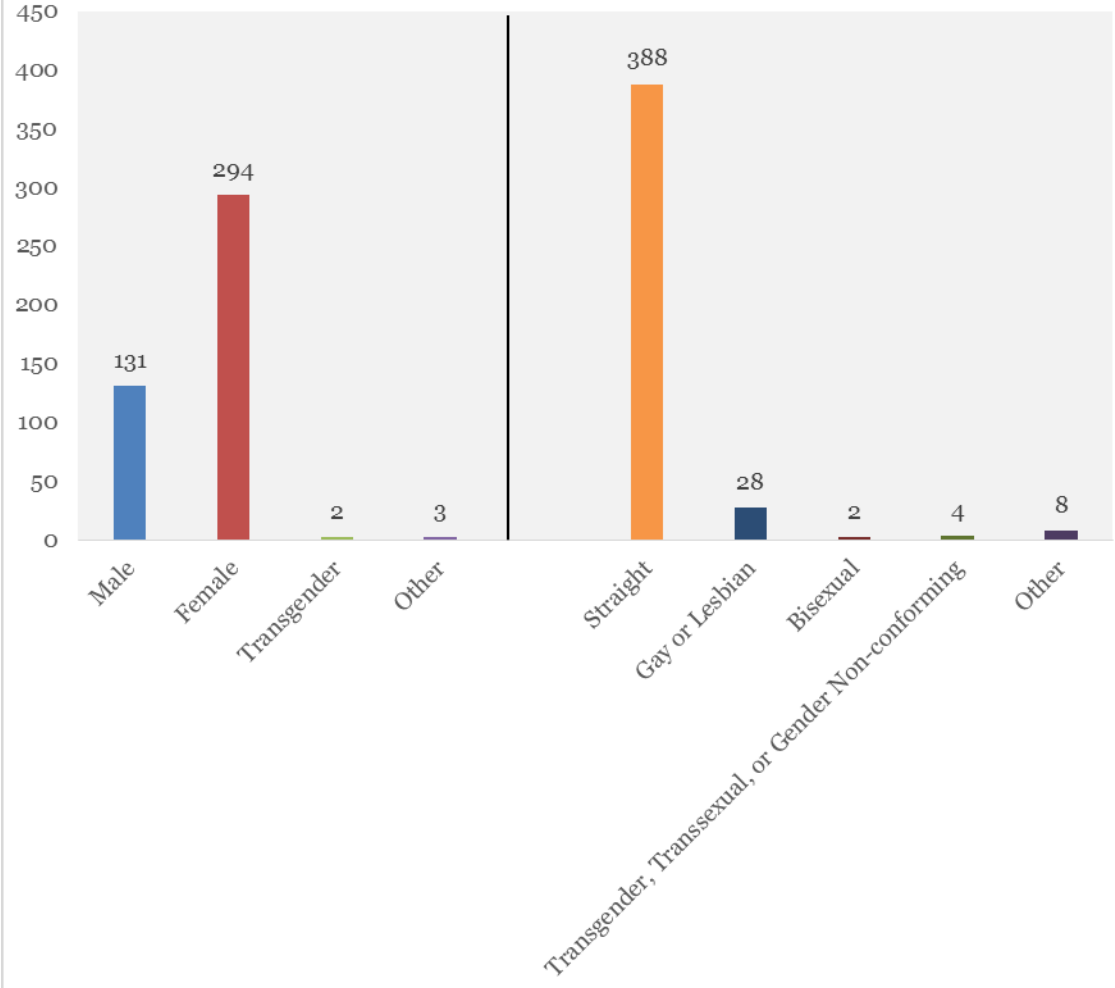
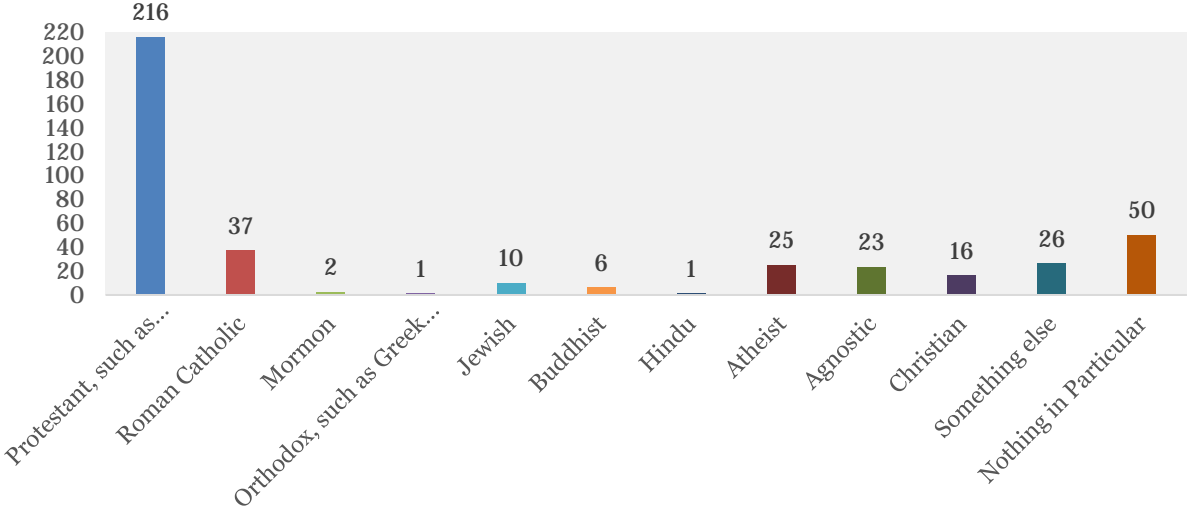


Figure 4: Religion/Spirituality Affiliation





Another group of questions in the survey asked the respondents to indicate if they had either observed, experienced, or had disclosed to them the following types of inappropriate behavior.

**Table 2**

In the past year at UWG, I have observed, experience, and/or had someone disclose to me an inappropriate behavior or comment regarding...

|  | <b>Observed</b> | <b>Experienced</b> | <b>Disclosed to Me</b> |
|--|-----------------|--------------------|------------------------|
| Age  | 45.2%           | 49.5%              | 29.0%                  |
| Gender   | 59.5%           | 44.4%              | 38.6%                  |
| Race   | 58.8%           | 26.4%              | 49.5%                  |
| Ethnicity  | 58.5%           | 27.6%              | 49.6%                  |
| Sexual Orientation   | 52.5%           | 15.6%              | 52.5%                  |
| Veteran Status   | 33.3%           | 12.0%              | 62.5%                  |
| Disability   | 57.7%           | 13.5%              | 44.2%                  |
| Religion or Spiritual Beliefs  | 55.7%           | 39.6%              | 28.9%                  |
| Political Beliefs  | 54.3%           | 44.7%              | 29.4%                  |
| I felt comfortable reporting the inappropriate behaviors or comments I ... | <b>35.26%</b>   |                    | <b>37.29%</b>          |

The final group of questions asked respondents if they would be interested or not in a range of programs.

Percentages of people answering these questions are presented in Table 3. As noted in a few of the open-ended comments, this was a challenging section to answer for some people because they may not have an interest in the program,

but would fully support the implementation of the program for other people. Because of that feedback, this table should likely be interpreted with caution.

**Table 3**

|                               | <b>Interested</b> | <b>Not Interested</b> |
|-------------------------------|-------------------|-----------------------|
| Age                           | 43.7              | 56.3                  |
| Gender                        | 46.6              | 53.4                  |
| Race                          | 37.3              | 62.7                  |
| Ethnicity                     | 36.9              | 63.1                  |
| Sexual Orientation            | 32.0              | 68.1                  |
| Veteran Status                | 31.9              | 68.1                  |
| Disability                    | 35.0              | 65.0                  |
| Religion or Spiritual Beliefs | 40.6              | 59.5                  |

## 2. Responses to Comments

The responses to the open-ended comments in the survey were analyzed, coded into thematic areas, and then grouped accordingly. The comments in the survey fell within four main themes: A) people who are supportive of the current diversity effort, B) people who feel that the diversity effort is not enough and want to see considerably more, C) people who mentioned specific types of diversity, and D) a small group of people who argue that the approach is too much or even going in the wrong direction.

### MAIN THEME A: Supportive of Current Effort

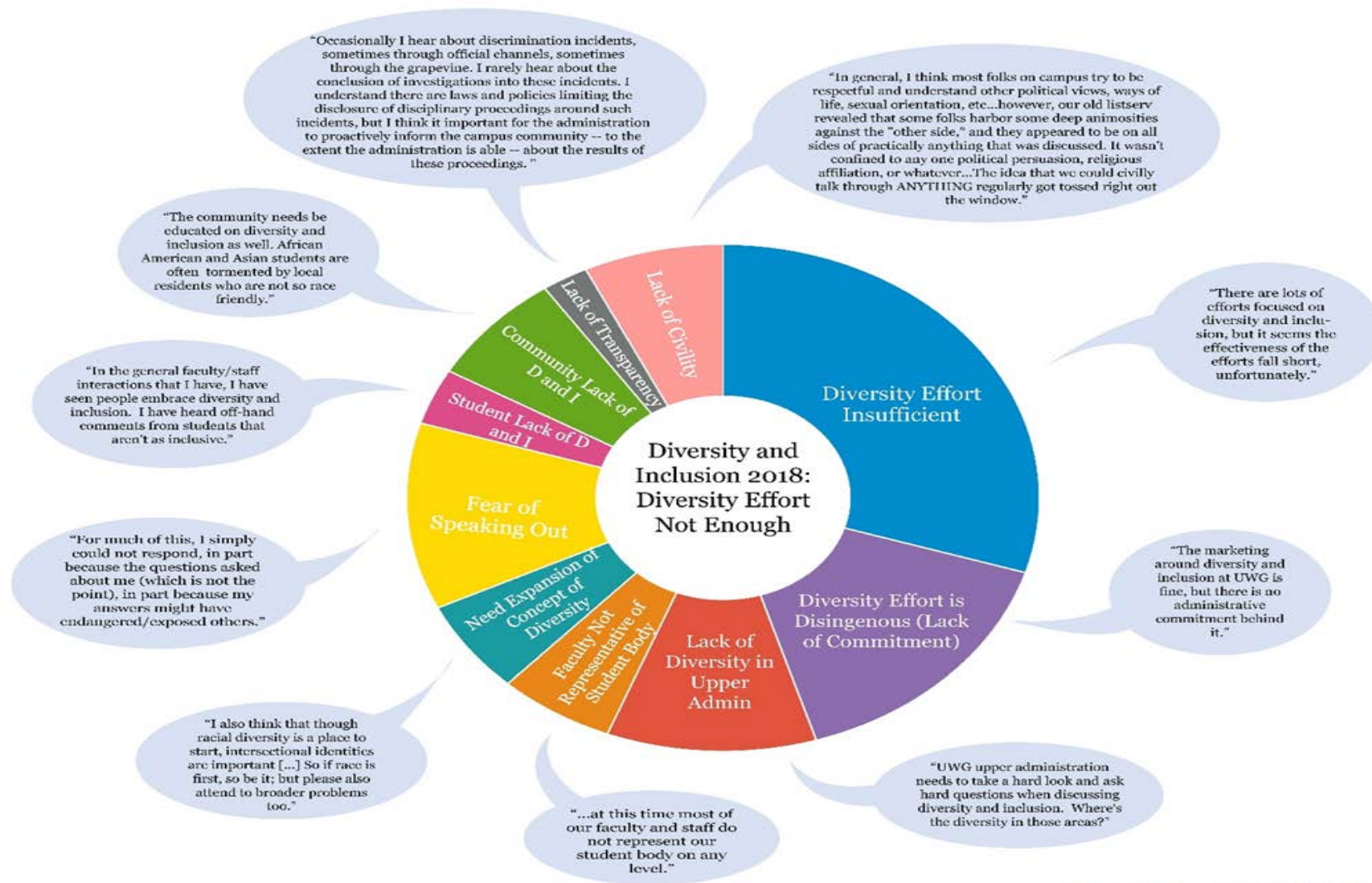
Responses in this category were generally positive about the current diversity effort and supportive of the survey.

### MAIN THEME B: Current Effort is Inadequate

with a very high deviation, and thus had to be broken down into sub-themes. These comments were all in some way critiquing not the direction of the current diversity effort, but its lack of scope or problems with implementation. The graphic in Figure 5 summarizes the sub-themes in this area with the relative breakdown of the number of comments. We also include a few select representative quotes for each of the sub-themes.

1. Diversity Effort Insufficient
2. Disingenuous and/or lack of real commitment
3. Lack of Diversity in Upper Administration
4. Faculty Not Representative of Student Body
5. Fear of Speaking Out
6. Student Lack of Acceptance of Diversity and Inclusion
7. Community Lack of Diversity and Inclusion
8. Lack of Transparency
9. Lack of Civility
10. Concept of Diversity Needs Expansion

Figure 5: Graphic of Thematic Area (Current Effort is Insufficient)



### MAIN THEME C: Specific Mention of Different Types of Diversity

The comments in this thematic group emerged from the “need for expansion of concept of diversity” area of Theme B, but specifically mentioned other forms of diversity other than race, most commonly disability and religion. For example:

### MAIN THEME D: Current Effort has gone too far or is going in the wrong direction.

This category encompassed the smallest number of comments. The responses in this category were the smallest. They were critical of the focus on diversity and saw diversity efforts as taking away something from heterosexuals while and not inclusive of all political views.

### **3. Analyses of Under-Represented Groups**

Based upon the earlier observation regarding the very large homogenous groups of people taking the survey and comment in the open-ended comments section, it was important to attempt to contextualize the findings and triangulate both the numeric and comments analyses. One of the main findings emerging out of both the quantitative and qualitative analyses was that the concept of diversity should be expanded to include a range of sub-groups and that the numeric data in the first section should be further explored to see if the overall findings varied by sub-groups. For example, the answers to the questions reported by a White, heterosexual, Christian, with no disabilities might be very different than someone not in those categories.

To explore these differences, it was necessary to simplify the data to look for overall trends and patterns. We noted that the survey was essentially divided into four conceptual areas:

- the first focusing responses on the overall UWG environment (noted as UWG on the graph),
- the second asking the respondent questions about her/his immediate supervisor (Immediate Supervisor),
- the third asking questions about coworkers (co-worker), and
- the fourth section asking the survey respondents satisfaction with a variety of issues on campus (Satisfied).

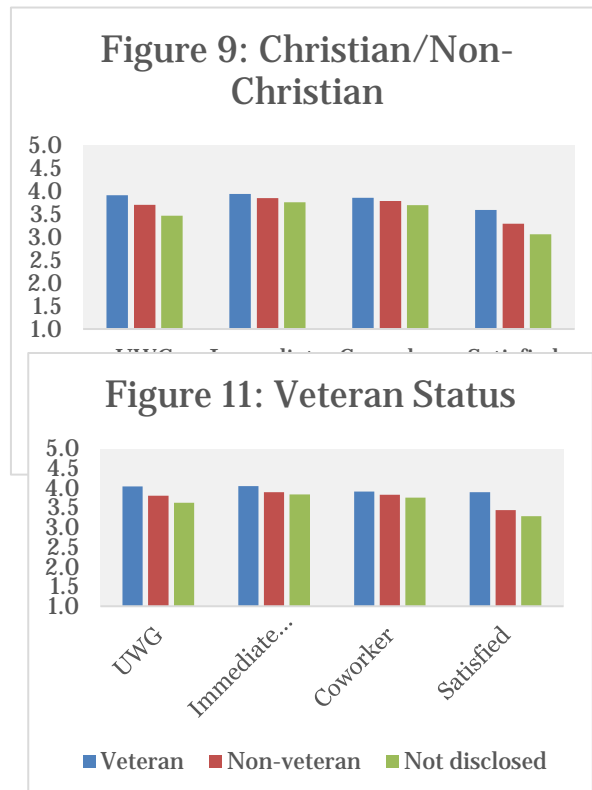
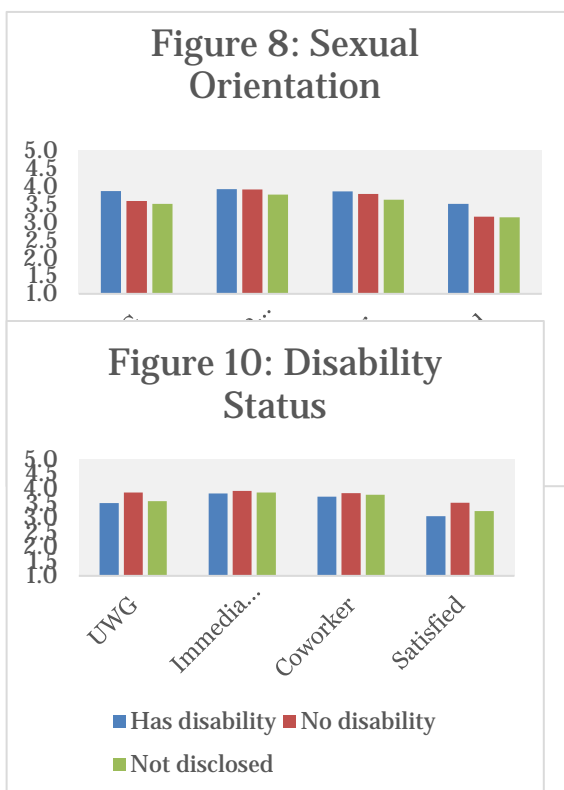
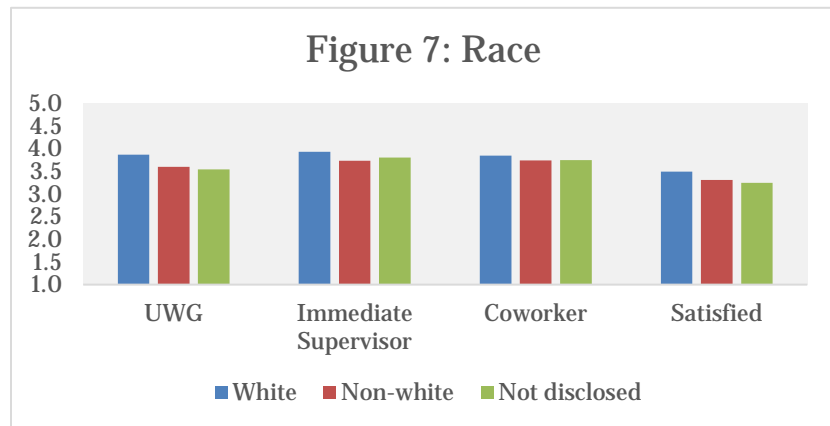
To analyze all of these questions together, the Center for Research combined all of the questions in each of these four main areas into a scale, which was the average value of all of the questions in the section. The average interim reliability of each scale (Cronbach’s Alpha), was very high (UWG,  $\alpha=0.93$ ; Immediate Supervisor,  $\alpha=0.92$ ; Coworker,  $\alpha=0.89$ ; Satisfied,  $\alpha=0.92$ ). Although

these values indicated that all of the questions on each scale were highly related to each other, the researchers additionally conducted a factor analysis of each scale to confirm how well each measured the underlying latent concept.

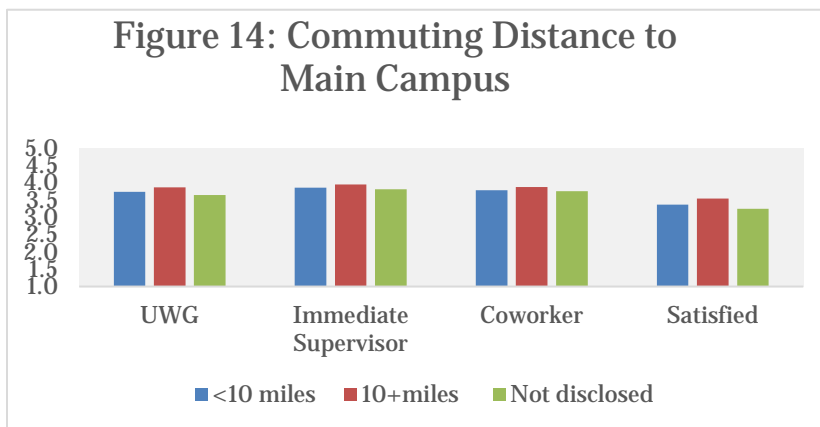
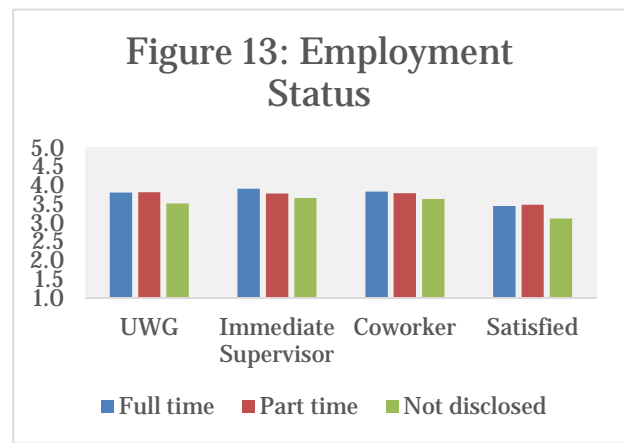
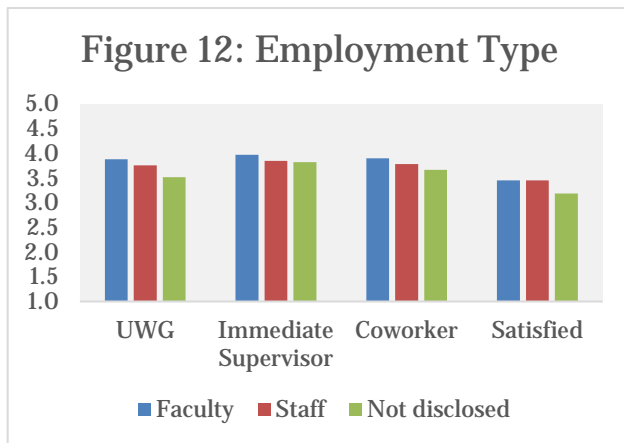
These four scales were used to get an overall sense of response patterns in the survey, with the survey sample divided into several sub-groups. This approach trades specific knowledge of

responses for many questions with a more general idea of each groups response on the survey overall in order to try to see overall trends. For example, in Figure 7, the sample is divided into Whites and non-Whites (as well as those who did not disclose this information). The average scores of Whites are slightly higher in each area compared to non-Whites.

Similarly, in Figures 8, 9, and 10, respondents who reported being in the overwhelming majority group of straight, Christian, or have no disability reported higher average scores in each area of the survey. The exception to this trend was with Veteran status, since there were few veterans on campus, but Figure 11 shows that Veterans reported higher average scores in all areas.



When separated by employment type (Figure 12), employment status (Figure 13), and commuting distance to campus (Figure 14), faculty overall had a bit higher scores, as did people who commuted more than 10 miles. The difference between full-time and part-time employees was mixed.



#### 4. Responses by Division or College

Although the surveys were anonymized to preserve confidentiality, the respondents were asked to identify their particular unit in the organization. This was done in order to potentially gain the ability to provide more directed feedback to supervisors on specific issues without compromising the anonymity of the respondents. The results to this question were highly variable, with some respondents identifying their division, while others identified their specific department or unit. In the end only about 53% of the survey respondents answered this question. Existing divisional results will be distributed to each division through the divisional representative on the Diversity Champions Action Committee along with this Executive Summary.



## Conclusions and Next Steps

Overall, most of the average scores on the survey (presented in Table 1) show support for Diversity and Inclusion at UWG. Based upon the comments, there seems to be three attitudes toward the current diversity effort: 1) people who are supportive of the current diversity effort, 2) people who feel that the diversity effort is not enough and want to see considerably more (the largest group of comments came from here), and 3) a small group of people who argue that the approach is too much or even going in the wrong direction. It is worth noting that a few comments could be categorized in more than one theme.

Compared to other institutions within the University System of Georgia that have published their climate reports, there is work to be done at UWG to improve the campus climate. For example, 83% of all respondents to a survey at another USG institution reported that they were “comfortable” or “very comfortable” with the climate at their school. While the UWG survey did not have the same question, we asked respondents whether people from different background get along well and whether people are valued regardless of their backgrounds. 67.6% and 68.5%, respectively, “agreed” or “strongly agreed.” Likewise, 20% to 25% of respondents in similar studies indicated that they personally experienced exclusionary, intimidating, offensive, and/or hostile *conduct*. At UWG, the number of people reporting experiencing inappropriate *behaviors or comments* regarding a specific protected category are as follows: age (49.5%); gender (44.4%); race (26.4%); ethnicity (27.6%); sexual orientation (15.6%) ; veteran status (12%); disability (13.5%); religion/spiritual belief (39.6%); and political beliefs (44.7%).

Through this climate assessment, the UWG community is granted another opportunity to develop a deeper awareness of its climate and of the challenges that must be tackled if we are to create a truly inclusive campus community. Given its recent growth and demographic changes, UWG is in a unique position to establish structures that can fully actualize its value of inclusiveness and respond to the needs of an engaged campus population. The findings from the survey must be considered in the development of efforts that promote inclusion at UWG.

## Next Steps

1. During the summer of 2018, these findings were presented to campus leadership groups so that university leaders can develop strategies and action steps for incorporation into planning for the 2018-2019 school year.
2. The [Presidential Campus Commission on Inclusion](#) reviewed the survey's findings in order to continue to make specific recommendations to the President and to the Chief Diversity Officer. These findings will also guide the Commission's work on the UWG's diversity strategic planning process.
3. Members of [the Diversity Champions Action Committee](#) and members of [Diversity and Internationalization Committee](#) of the UWG Faculty Senate also reviewed the survey's findings so that they can work with their divisional leaders or deans to set specific action steps for their divisions or colleges.
4. The survey is utilized to determine where efforts to improve diversity and inclusion in the university should be emphasized, and to direct programming and initiatives pursued by the [UWG Center for Diversity and Inclusion](#).
5. UWG also conducted a student climate survey. The results of the student survey are also being utilized to develop next steps.

***Anyone with concerns regarding the campus climate should contact the Chief Diversity Officer:***

***Yves-Rose Porcena, [yporcena@westga.edu](mailto:yporcena@westga.edu); Row Hall, 678.839.5400.***