



DIVERSITY CLIMATE SURVEY RESULTS: CHANGING INSTITUTIONAL CULTURE

Zanetti, ML, Wilson, MV, Carlin, MM, Barrett, SV, Kadish, SJ
University of Massachusetts Medical School



Purpose:

To gather and analyze data at two points in time on perceptions of institutional values connected to a wide range of diversity issues. This study gauges student, faculty, and staff views on institutional support of diversity with results guiding future inclusion and training efforts within the organization.

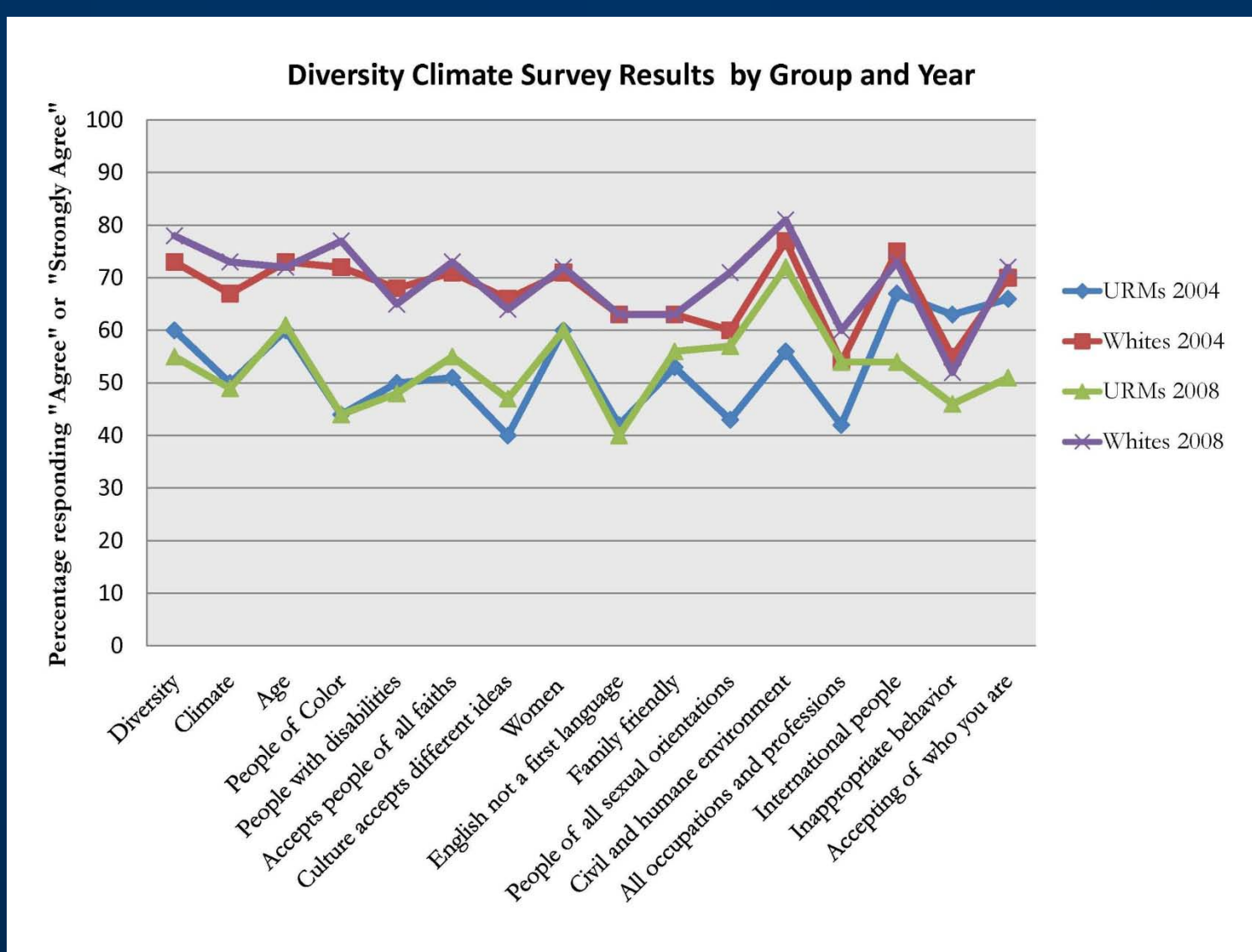
I believe each department is different when it comes to valuing diversity. Some are very fair and accepting, others are not. But as time has gone by, I see that UMass is growing in that area as a whole.
(URM Female)

Methods:

An online survey comprised of 16 items on a 5-point agreement scale and four open-ended items was disseminated in 2004 and 2008. Responses were stratified into two groups: Whites (2004 n=599; 2008 n=953) and underrepresented minorities (URMs: Blacks, Native Americans, Hispanics) (2004 n=52; 2008 n=93). Quantitative analyses were conducted where upper and lower ends of agreement scale were collapsed and compared across groups and years using the approximation of the binomial distribution. Researchers also performed qualitative analysis independent of quantitative results.

Summary of 2004 & 2008 Results by Ethnic Group

% Strongly Disagree/Disagree							% Strongly Agree/Agree					
URMs			Whites				URMs			Whites		
2004	2008	Sig. p<.05	2004	2008	Sig. p<.05		2004	2008	Sig. p<.05	2004	2008	Sig. p<.05
10% (n=52)	18% (n=93)		6% (n=596)	3% (n=948)	✓	UMass values the diversity of the organization	60% (n=52)	55% (n=93)		73% (n=596)	78% (n=948)	
17% (n=52)	18% (n=90)		10% (n=592)	8% (n=945)		The climate at UMass is inclusive	50% (n=52)	49% (n=90)		67% (n=592)	73% (n=945)	✓
12% (n=50)	12% (n=93)		11% (n=596)	9% (n=953)		People of different ages are valued at UMass	60% (n=50)	61% (n=93)		73% (n=596)	72% (n=953)	
23% (n=52)	23% (n=93)		4% (n=594)	3% (n=947)		People of Color are valued at UMass	44% (n=52)	44% (n=93)		72% (n=594)	77% (n=947)	✓
8% (n=50)	14% (n=93)		6% (n=591)	6% (n=946)		People with disabilities are visible and/or treated fairly at UMass	50% (n=50)	48% (n=93)		68% (n=591)	65% (n=946)	
4% (n=51)	7% (n=93)		2% (n=588)	3% (n=948)		People of all faiths are included at UMass	51% (n=51)	55% (n=93)		71% (n=588)	73% (n=948)	
17% (n=52)	16% (n=93)		10% (n=595)	11% (n=953)		The culture of UMass is accepting of people with different ideas	40% (n=52)	47% (n=93)		66% (n=595)	64% (n=953)	
12% (n=52)	9% (n=93)		10% (n=597)	9% (n=947)		Women are valued at UMass	60% (n=52)	60% (n=93)		71% (n=597)	72% (n=947)	
19% (n=52)	23% (n=93)		7% (n=589)	5% (n=951)		People for whom English is not their first language are heard and/or treated fairly at UMass	42% (n=52)	40% (n=93)		63% (n=589)	63% (n=951)	
20% (n=51)	13% (n=93)		12% (n=595)	11% (n=951)		UMass is a family-friendly environment	53% (n=51)	56% (n=93)		63% (n=595)	63% (n=951)	
8% (n=49)	3% (n=93)		4% (n=588)	3% (n=944)		People of all sexual orientations are valued at UMass	43% (n=49)	57% (n=93)		60% (n=588)	71% (n=944)	✓
8% (n=48)	7% (n=92)		7% (n=595)	6% (n=947)		UMass encourages a civil and humane environment	56% (n=48)	72% (n=92)		77% (n=595)	81% (n=947)	
27% (n=52)	16% (n=93)		22% (n=591)	17% (n=947)	✓	People of all occupations/professions are valued at UMass	42% (n=52)	54% (n=93)		54% (n=591)	60% (n=947)	✓
8% (n=52)	9% (n=92)		2% (n=587)	4% (n=943)		UMass is welcoming to people who are international (have been in the U.S. ten years or less)	67% (n=52)	54% (n=92)		75% (n=587)	73% (n=943)	
8% (n=51)	13% (n=92)		12% (n=584)	12% (n=935)		UMass responds fairly to inappropriate behavior and/or harassment	63% (n=51)	46% (n=92)		55% (n=584)	52% (n=935)	
14% (n=50)	17% (n=91)		7% (n=596)	7% (n=947)		The culture of UMass is accepting of who you are	66% (n=50)	51% (n=91)		70% (n=596)	72% (n=947)	



Results:

Baseline results in 2004 indicated statistically significant differences between Whites and URMs at upper end of the agreement scale on nine items ($p < .05$) and three at the lower end ($p < .05$). Overall, Whites rated level of institutional support for diversity higher than their URM counterparts. The item with the greatest difference was “People of Color are valued at medical school” where 72.1% of Whites rated “strongly agree/agree” compared to 44.2% of URMs. Initial qualitative results suggested more opportunities for professional development, worklife balance, and increasing recruitment of women and People of Color into faculty and leadership positions was warranted. Institutional action is illustrated in the timeline below. Subsequent comparative analyses were conducted; results by group across years indicated there were six statistically significant differences found for Whites only ($p < .05$). Four items reflected an upward shift in ratings of “strongly agree/agree” and two items reflected a downward shift in ratings of “strongly disagree/disagree”(see table).

The staff in our department are from a number of different countries as well as US. Not clear if that reflects availability or value!
(White Female)

Conclusion:

Overall, Whites and URMs have varying perceptions of diversity; therefore, several diverse constituent groups and institutional initiatives have been and continue to be developed to address these findings.

Recruitment Diversity Initiative 01/05

Civility Statement Rewritten 06/06

Work Life Coordinator Hired 03/07

Dependent Care Survey 10/07

Parents in a Pinch 12/07

Retirement Programs 04/08

Workplace Learning Manager Hired 06/06

Women's Leadership Group 12/06

Onsite Dry Cleaning 09/07

Meals to Go 10/07

Mother's Room 01/08

Work Life Website 03/08