2018 Employee Climate Survey

Presentation for Facilities Management

Assessment Group for Diversity Issues
7.17.19

For more information and full results: https://diversity.colostate.edu/2018-employee-climate-survey/
CSU Climate Assessment

• Purpose
  – Assess the current CSU climate

• 2018 Focus
  – Provide results to divisions/colleges and departments/units when possible

• Biennial assessment
  – Survey
  – Open ends
  – Open forums
  – Focus groups
CSU Climate Assessment

• Results
  – Provide an overall picture of CSU’s employment experiences and perceptions
  – Further CSU’s commitment to institutional accountability
  – Be actionable and incite dialogue
    • Inform policies, initiatives, and opportunities that will provide an exceptional and equitable work environment
  – Provide a benchmark for longitudinal data collection and comparison for perceptions of diversity
Methodology

- Administered via Qualtrics in Fall 2018
  - Spanish and hard copy versions available
  - 15 minutes to complete
  - Anonymous
  - Results are reported in aggregate and no identifying information reported
  - Emails sent by deans and vice presidents
## CSU Response Rate Over Time

<table>
<thead>
<tr>
<th>Category</th>
<th>2014 (n = 2,150)</th>
<th>2016 (n = 2,191)</th>
<th>2018 (n = 4,058)</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Employees</td>
<td>26.0%</td>
<td>30.3%</td>
<td><strong>58.5%</strong></td>
</tr>
<tr>
<td>Administrative Professional</td>
<td>28.2%</td>
<td>32.0%</td>
<td>50.5%</td>
</tr>
<tr>
<td>Faculty</td>
<td>29.3%</td>
<td>18.7%</td>
<td>45.6%</td>
</tr>
<tr>
<td>State Classified</td>
<td>30.7%</td>
<td>39.4%</td>
<td>47.3%</td>
</tr>
</tbody>
</table>
## Division Response Rates

<table>
<thead>
<tr>
<th>Division</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment and Access</td>
<td>83.9%</td>
</tr>
<tr>
<td>Graduate School or International Programs</td>
<td>80.6%</td>
</tr>
<tr>
<td>University Advancement</td>
<td>79.0%</td>
</tr>
<tr>
<td>Student Affairs-Health Network &amp; Wellness Programs</td>
<td>70.8%</td>
</tr>
<tr>
<td>Student Affairs-All other units</td>
<td>68.5%</td>
</tr>
<tr>
<td>External Relations</td>
<td>64.9%</td>
</tr>
<tr>
<td>University Operations</td>
<td>63.0% (n=427)</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>39.6% (n=189)</td>
</tr>
<tr>
<td>Information Technology &amp; Libraries</td>
<td>60.5%</td>
</tr>
<tr>
<td>Engagement</td>
<td>56.9%</td>
</tr>
<tr>
<td>Office of the Provost and Executive Vice President</td>
<td>56.7%</td>
</tr>
<tr>
<td>Office of the President</td>
<td>51.8%</td>
</tr>
<tr>
<td>Student Affairs-Housing and Dining</td>
<td>32.0%</td>
</tr>
<tr>
<td>Total (n = 4,058)</td>
<td>58.5%</td>
</tr>
</tbody>
</table>
Respondent Characteristics for Facilities

Gender

- Men, 63.4%
- Women, 28.5%
- Prefer not to disclose, 7.0%
- T/NB/GNC, 1.60%

Minoritized, 14.3%
Non-minoritized, 85.7%
Respondent Characteristics for Facilities

Employee Type

- State Classified, 82.5%
- Administrative Professional, 14.3%
- Other, 1.1%
- Prefer not to disclose, 2.1%
Survey Framework

- Culture
- Respect
- Favoritism
- Leadership & Accountability
- Misconduct
- Bias Incidents
- Principles of Community
- Employee Councils
- Freedom of Speech
- Perceptions of CSU and Department/Unit
- Discriminatory Attitudes
- Work Stressors
- Care Challenges
- Employee Characteristics
- Three words to describe your division/college culture
- Open ends

Items were asked on a five-point Likert 1 = Strongly Disagree and 5 = Strongly Agree
Culture Items

Department Culture

- My dept. promotes a work environment where all employees feel included
- My dept. treats all employees equitably
- My dept. is open and transparent in communication
- My dept. values employee input in major department decisions
- I feel valued as an employee
Facilities Culture

Average Perceptions for Department/Unit Culture

- Gender
  - Men (n=118): 3.21
  - Women (n=53): 3.48
- Minoritized Race/Ethnicity
  - Non-minoritized (n=150): 3.23
  - Minoritized (n=25): 3.30
- Employee Type
  - Admin Pro (n=27): 3.95
  - SC (n=156): 3.10

CSU Overall = 3.52
UO Other = 3.57
Facilities = 3.24
Culture Items

Department Diversity Culture

- My department promotes respect for cultural differences
- My department understands the value of diversity
- My department communicates the importance of valuing diversity
Facilities Culture

Average Perceptions for Department/Unit Diversity Culture

- **CSU Overall**: 4.0
- **UO Other**: 3.96
- **Facilities**: 3.73

<table>
<thead>
<tr>
<th>Gender</th>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Men (n=118)</td>
<td>3.69</td>
<td>4.0</td>
</tr>
<tr>
<td>Women (n=53)</td>
<td>3.92</td>
<td></td>
</tr>
<tr>
<td>Non-minoritized (n = 150)</td>
<td>3.72</td>
<td></td>
</tr>
<tr>
<td>Minoritized (n = 25)</td>
<td>3.63</td>
<td></td>
</tr>
<tr>
<td>Admin Pro (n=27)</td>
<td></td>
<td>4.16</td>
</tr>
<tr>
<td>SC (n=156)</td>
<td>3.63</td>
<td></td>
</tr>
</tbody>
</table>

CSU = 4.0
UO Other = 3.96
Facilities = 3.73
Culture Items

Sense of Belonging

• I feel a strong sense of belonging to CSU
• I feel a strong sense of belonging to my division/college
• I feel a strong sense of belonging to my department/unit
Facilities Culture

Average Perceptions for Sense of Belonging

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSU Overall</td>
<td>3.67</td>
<td>CSU Overall</td>
</tr>
<tr>
<td>UO Other</td>
<td>3.65</td>
<td>UO Other</td>
</tr>
<tr>
<td>Facilities</td>
<td>3.49</td>
<td>Facilities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Men (n=118)</th>
<th>Women (n=53)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>3.43</td>
<td>3.74</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Non-minoritized (n = 150)</th>
<th>Minoritized (n = 25)</th>
<th>Admin Pro (n=27)</th>
<th>SC (n=156)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minoritized Race/Ethnicity</td>
<td>3.47</td>
<td>3.60</td>
<td>4.18</td>
<td>3.34</td>
</tr>
</tbody>
</table>

CSU = 3.67
UO Other = 3.65
Facilities = 3.49
My department/office is treated with respect by other departments/offices within my division/college

My division/college is treated with respect by CSU

The people I interact with treat each other with respect

There is respect for religious differences in my department/office

There is respect for liberal perspectives in my department/office

There is respect for conservative perspectives in my department/office

Facilities | CSU
---|---

56.3% | 55.1%
64.3% | 67.0%
67.0% | 70.1%
78.9% | 71.7%
70.1% | 66.7%
79.0% | 59.6%
71.7% | 60.3%
Favoritism Items

• Favoritism plays a role in who gets recognized within my department/office

• Favoritism plays a role in who gets resources in my department/office +

• Favoritism plays a role in who gets professional development opportunities +

• Favoritism plays a role in who gets promoted in my department/office +

• Favoritism plays a role in who gets hired in my department/office +
Facilities Favoritism

Average Perceptions for Favoritism

- Men (n=118): 3.09
- Women (n=53): 2.69
- Non-minoritized (n=150): 3.02
- Minoritized (n=25): 2.88
- Admin Pro (n=27): 2.45
- SC (n=156): 3.13

CSU = 2.80
UO Other = 2.50
Facilities = 3.04
## Leadership and Accountability Items

- Items asked each for Division and Unit

<table>
<thead>
<tr>
<th>Item</th>
<th>Division</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership adequately addresses inappropriate behavior</td>
<td></td>
<td>-</td>
</tr>
<tr>
<td>Leadership holds employees accountable for inappropriate behavior</td>
<td></td>
<td>-</td>
</tr>
<tr>
<td>Leadership holds employees accountable for poor performance</td>
<td></td>
<td>-</td>
</tr>
<tr>
<td>Leadership acts ethically and honestly in the workplace</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Leadership addresses issues of inequity</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Leaders hold all employees to the same standards</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
Facilities Leadership & Accountability

Average Perceptions for Division Leadership's Accountability

<table>
<thead>
<tr>
<th>Gender</th>
<th>Average Perception</th>
</tr>
</thead>
<tbody>
<tr>
<td>Men (n=118)</td>
<td>2.99</td>
</tr>
<tr>
<td>Women (n=53)</td>
<td>3.37</td>
</tr>
<tr>
<td>Non-minoritized (n = 150)</td>
<td>3.05</td>
</tr>
<tr>
<td>Minoritized (n = 25)</td>
<td>3.29</td>
</tr>
<tr>
<td>Admin Pro (n=27)</td>
<td>3.68</td>
</tr>
<tr>
<td>SC (n=156)</td>
<td>2.99</td>
</tr>
</tbody>
</table>

CSU Overall = 3.31
UO Other = 3.33
Facilities = 3.11
Facilities Leadership & Accountability

Average Perceptions for Unit Leadership's Accountability

<table>
<thead>
<tr>
<th>Gender</th>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Men (n=118)</td>
<td>3.19</td>
<td></td>
</tr>
<tr>
<td>Women (n=53)</td>
<td>3.45</td>
<td></td>
</tr>
<tr>
<td>Non-minoritized (n = 150)</td>
<td>3.21</td>
<td></td>
</tr>
<tr>
<td>Minoritized (n = 25)</td>
<td>3.23</td>
<td></td>
</tr>
<tr>
<td>Admin Pro (n=27)</td>
<td>3.70</td>
<td></td>
</tr>
<tr>
<td>SC (n=156)</td>
<td>3.14</td>
<td></td>
</tr>
</tbody>
</table>

CSU = 3.42
UO Other = 3.60
Facilities = 3.22
Percentage of respondents who indicated misconduct in their department

- Misconduct: 3.2% (Facilities), 2.7% (CSU)
- Sexual Harassment: 17.6% (Facilities), 12.4% (CSU)
- Sexual Misconduct: 16.6% (Facilities), 16.6% (CSU)
- Bullying: 32.6% (Facilities), 23.3% (CSU)
- Bias: 0.3% (Facilities), 0.3% (CSU)
- Physical Assault: 2.1% (Facilities), 0.3% (CSU)
- Verbal Assault: 16.6% (Facilities), 7.0% (CSU)
There are people I avoid because of misconduct.
I find it is worthwhile to know about bias incidents at CSU

The university is transparent in reporting bias incidents at CSU

I am alarmed about the number of bias incidents reported at CSU

The number of bias incidents have increased at CSU in the past year

CSU handles incidents of bias well

Percentage of respondent agreement to items related to perceptions of bias incidents
Percentage of respondent agreement to items related to Principles of Community

- I am familiar with the Principles of Community: 70.6% (Facilities) and 77.2% (CSU)
- Within my department/office, the Principles of Community are visible in my daily working environment: 54.3% (Facilities) and 58.4% (CSU)
- I feel the Principles of Community have made a positive impact on the climate in my department/office: 29.3% (Facilities) and 36.0% (CSU)
- I feel the Principles of Community have made a positive impact on the climate in my division/college: 32.1% (Facilities) and 38.4% (CSU)
Percentage of respondent agreement to items related to freedom of speech

- My division/college supports people speaking freely: 45.8% Facilities, 66.7% CSU
- Free speech is an important issue on campus: 84.4% Facilities, 89.5% CSU
- I have the skills to navigate free speech questions on campus: 56.5% Facilities, 59.8% CSU
- I know who to ask/where to go if I have questions about free speech: 42.7% Facilities, 50.3% CSU
- Issues related to freedom of speech impact my work: 33.7% Facilities, 33.5% CSU

Facilities

Colorado State University
## Perception Items

- Items asked each for CSU and Department/Unit

<table>
<thead>
<tr>
<th>CSU</th>
<th>Dept.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recruits employees from a diverse set of backgrounds</td>
<td>+</td>
</tr>
<tr>
<td>Improves the campus climate for all employees</td>
<td>-</td>
</tr>
<tr>
<td>Retains diverse employees</td>
<td>+</td>
</tr>
<tr>
<td>Creates a supportive environment for employees from diverse backgrounds</td>
<td>-</td>
</tr>
<tr>
<td>Encourages discussions related to diversity</td>
<td>-</td>
</tr>
<tr>
<td>Provides employees with a positive work experience</td>
<td>-</td>
</tr>
<tr>
<td>Climate has become consistently more inclusive of all employees</td>
<td>-</td>
</tr>
<tr>
<td>I would recommend as a place of employment</td>
<td>-</td>
</tr>
</tbody>
</table>
Facilities Perceptions

Perceptions of CSU

Gender

- Men (n=118): 3.66
- Women (n=53): 4.13

Minoritized Race/Ethnicity

- Non-minoritized (n=150): 3.77
- Minoritized (n=25): 3.69

Employee Type

- Admin Pro (n=27): 4.21
- SC (n=156): 3.68

CSU = 3.82
UO Other = 3.85
Facilities = 3.76
Facilities Perceptions

Perceptions of Department/Unit

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Men (n=118)</td>
<td>3.33</td>
<td></td>
</tr>
<tr>
<td>Women (n=53)</td>
<td>3.67</td>
<td></td>
</tr>
<tr>
<td>Non-minoritized (n=150)</td>
<td>3.41</td>
<td></td>
</tr>
<tr>
<td>Minoritized (n=25)</td>
<td>3.20</td>
<td></td>
</tr>
<tr>
<td>Admin Pro (n=27)</td>
<td>3.99</td>
<td></td>
</tr>
<tr>
<td>SC (n=156)</td>
<td>3.24</td>
<td></td>
</tr>
</tbody>
</table>

Gender

Minoritized Race/Ethnicity

Employee Type

CSU = 3.66
UO Other = 3.75
Facilities = 3.37
CSU Perceptions over Time

Percentage of respondent agreement to items related to CSU perceptions over time

- I would recommend CSU as a place of employment
  - 2014: 81%
  - 2016: 80%
  - 2018: 79%

- CSU climate has become consistently more inclusive of all employees
  - 2014: 64%
  - 2016: 67%
  - 2018: 67%

- CSU provides employees with a positive work experience
  - 2014: 69%
  - 2016: 70%
  - 2018: 74%

- CSU encourages discussions related to diversity
  - 2014: 66%
  - 2016: 63%
  - 2018: 80%

- CSU creates a supportive environment for employees from diverse backgrounds
  - 2014: 67%
  - 2016: 64%
  - 2018: 70%

- CSU retains diverse employees
  - 2014: 61%
  - 2016: 63%
  - 2018: 70%

- CSU improves the campus climate for all employees
  - 2014: 62%
  - 2016: 62%
  - 2018: 70%

- CSU recruits employees from a diverse set of backgrounds
  - 2014: 57%
  - 2016: 67%
  - 2018: 75%

2014  2016  2018
Department/Unit Perceptions over Time

Percentage of respondent agreement to items related to Department/Unit perceptions over time

- I would recommend my department/office as a place of employment
- Department/office climate has become consistently more inclusive of all employees
- Department/office provides employees with a positive work experience
- Department/office encourages discussions related to diversity
- Department/office creates a supportive environment for employees from diverse backgrounds
- Department/office retains diverse employees
- Department/office improves the campus climate for all employees
- Department/office recruits employees from a diverse set of backgrounds
<table>
<thead>
<tr>
<th>Category</th>
<th>T/NB/GNC</th>
<th>Women</th>
<th>Men</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department/Unit Diversity Culture</td>
<td>3.75</td>
<td>3.58</td>
<td>3.09</td>
</tr>
<tr>
<td>Department/Unit Culture</td>
<td>3.29</td>
<td>3.29</td>
<td>3.10</td>
</tr>
<tr>
<td>Sense of Belonging</td>
<td>3.09</td>
<td>3.10</td>
<td>3.04</td>
</tr>
<tr>
<td>Favoritism</td>
<td>3.09</td>
<td></td>
<td></td>
</tr>
<tr>
<td>College/Division Leadership</td>
<td>3.10</td>
<td>3.04</td>
<td>3.04</td>
</tr>
<tr>
<td>Department/Unit Leadership</td>
<td>3.04</td>
<td>3.09</td>
<td>3.04</td>
</tr>
<tr>
<td>Department/Unit Perceptions</td>
<td>3.28</td>
<td>3.09</td>
<td>3.04</td>
</tr>
<tr>
<td>CSU Perceptions</td>
<td>3.45</td>
<td>3.09</td>
<td>3.04</td>
</tr>
</tbody>
</table>
Discriminatory Attitudes

• Perceived Discriminatory Attitudes in Office:
  – 40% indicated no discriminatory attitudes present (CSU: 36%)
  – 31% Job title (CSU: 31%)
  – 25% Employment classification (CSU: 29%)
  – 23% Age (CSU: 19%)
  – 20% Political Affiliation (CSU: 20%)
Work Stressors

• Top 3 Work Stressors
  – 53% Low salary (CSU: 47%)
  – 40% Lack of growth /promotion (CSU: 29%)
  – 28.4% Workload (CSU: 33%)
  – 25% Work/life balance (CSU: 29%)
Key Findings for Facilities

- Facilities had significantly less favorable responses to all factors except overall CSU perceptions.
- State Classified respondents had less favorable responses for every single factor compared to Admin Pro. Respondents.
  - Particularly large effect sizes for Sense of Belonging, Division Leadership’s Accountability, Unit Perceptions, and Favoritism.
- Women had significantly more favorable responses than men for CSU Perceptions, Division’s Leadership’s Accountability, and Favoritism.
- There were no significant factor differences for respondents by minoritized race/ethnicity.
Key Findings for Facilities

- A third of facilities respondents indicated bias was problematic and 18% indicated bullying was problematic at the department level (CSU: 23% and 12% respectively)
- 17% of facilities respondents indicated verbal assault was problematic and 19% avoided someone at CSU because of verbal assault (CSU: 7% and 11% respectively)
- Facilities had lower agreement to most items related to respect—only 56% agreed their division is treated with respect by CSU and only 53% agree they feel valued as an employee (CSU: 67% and 67% respectively)
How do the findings relate to the Multicultural Organization Development (MCOD)?
More Information

Please visit VPD’s 2018 Employee Climate Survey Website: https://diversity.colostate.edu/2018-employee-climate-survey/

- Download CSU Report
- Download Division Report
- Download Employee Type Report
- Special division reports
- Coming Soon:
  - Open end reports
  - Intersectionality reports
  - Open forum reports
  - Focus group reports
- Report Contents:
  - Item percentages
  - Mean comparisons by employee characteristics at the item and factor level
  - College comparisons to CSU at the item and factor level
    - Each item is noted as being higher, similar, or lower than the CSU average
Thank you for your participation

https://diversity.colostate.edu/2018-employee-climate-survey/