UTSA Diversity Survey: Summary of Results

The Office of Institutional Research (OIR) conducted the UTSA Diversity Survey on behalf of the Provost's Diversity and Inclusiveness Council (DIAC) between November 27 -December 13, 2017. The Diversity Survey was administered using Qualtrics via an anonymous email link.   The UTSA Diversity survey consisted of 22 questions from the **Diversity Engagement Survey** (DES), questions on **workplace satisfaction**, questions on **potential diversity and inclusion action items**, and **open-ended feedback**. More than 3,900 staff and faculty were invited to participate in the survey and 2,161 respondents completed the survey for a response rate of 55%.

One limitation emerged in the ability to generalize the results of the survey across the university. A high number of respondents did not answer specific demographic questions. For example, 23% of respondents did not identify their vice presidential area.

Diversity Engagement Survey Questions

Likert scale-type responses to the DES statements are coded from one (Strongly disagree) to five (Strongly Agree). Coding to numeric variables allows for the evaluation of differences in group means and corresponds to the coding scheme used by the creators of the DES.

Selected statements on the DES combine to form eight factors:

- *Common purpose:* Individuals experience a connection to the mission, vision, and values of the organization.
- *Trust:* Individuals have confidence that the policies, practices, and procedures of the organization will allow them to bring their best and full self to work.
- *Appreciation of individual attributes:* Individuals perceive that they are valued and can successfully navigate the organizational structure in their expressed group identity.
- *Sense of belonging:* Individuals experience their social group identity as being connected with and accepted in the organization.
- *Access to opportunity:* Individuals perceive that they are able to find and utilize support for their professional development and advancement.
- *Equitable reward and recognition:* Individuals perceive the organization as having equitable compensation practices and nonfinancial incentives.
- *Cultural competence:* Individuals believe the institution has the capacity to make creative use of its diverse workforce in a way that meets business goals and enhances performance.
- *Respect:* Individuals experience a culture of civility and positive regard for diverse perspectives and ways of knowing.

DES Statements with Highest and Lowest Agreement

The top five statements eliciting the highest agreement from respondents are:

- I feel that my work or studies contribute to the mission at UTSA
- I consider at least one of my coworkers to be a trusted friend
- At UTSA, I have opportunities to work successfully in setting with diverse colleagues.

- At UTSA, There are opportunities for me to engage in service and community outreach.
- At UTSA, I experience respect among individuals and groups with various cultural differences

The bottom five statements eliciting the lowest agreement from respondents are:

- At UTSA, I am confident that my accomplishments are compensated similar to others who have achieved their goals.
- I receive recognition and praise for my good work similar to others who do good work at UTSA.
- I am valued as an individual at UTSA
- I trust the leadership at UTSA to be fair to all employees and students
- I believe UTSA manages diversity effectively

Results for DES Factors

Respondents reported lower agreement with statements corresponding to equity and trust factors. Compared with other institutions participating in the DES, UTSA scores on the relative low end of institutions on equity and trust factors. UTSA scores relatively higher agreement with statements relating to sharing a common purpose when compared with other institutions.

Mean differences in engagement and inclusion factor scores were evaluated by demographic items in the UTSA Diversity Survey including VP area, campus, length of employment, ethnicity, race, gender, age, veteran status, disability, and sexual orientation. Non-respondents to demographic questions generally report significantly lower agreement with the engagement and inclusion factors.

Where respondents did identify their VP area, those in Student Affairs reported significantly higher agreement on statements related to trust compared to Academic Affairs and on items related to cultural competence when compared with both Academic Affairs and External Relations. Staff and NTT faculty report higher agreement compared with tenured and tenure-track faculty on items related to general themes of trust, appreciation of individual attributes, cultural competence, and respect. Respondents employed less than one year indicated higher agreement with most engagement and inclusion factors compared with respondents with more years of employment at UTSA. This effect was also present for younger (age 18-22) respondents.

No significant differences appeared between the 1604 Campus and the Downtown Campus on the DES engagement and inclusion factors. In addition, no significant differences on engagement and inclusion factors emerged by veteran status, ethnicity, disability, or sexual orientation except where non-respondents reported lower agreement with selected themes.

White and Asian respondents report significantly higher agreement with statements related to equity, cultural competence, and respect when compared with African-American or Black respondents. In addition, Hispanic or Latino respondents scored higher on items related to cultural competence and respect compared with black or African-Americans. Asians also reported higher agreement with questions related to trust when compared with black or African-American respondents. Females indicate lower agreement with items related to trust compared with males. Engagement and Inclusion factors were not explored by religion due to very high non-response on the religious affiliation question.

Workplace Satisfaction Questions

Six questions were added to the UTSA survey by the DIAC and measured respondents' perceptions related to workplace climate at UTSA. Respondents reported the lowest agreement with "I have free time during the work week" and "I am not satisfied with my job at UTSA." The highest levels of agreement were related to "I get good healthcare benefits from my job".

Potential Diversity and Inclusion Action Items

Three questions added by the DIAC related to potential "action items" for the university were asked of respondents. Slightly less than half of respondents (47%) agree or strongly agree that the creation of a Chief Diversity Officer is necessary. An additional 29% neither agreed nor disagreed. When presented with groups who should have the main responsibility for tackling diversity at UTSA, the majority of respondents selected, "The responsibility rests on each of the groups below equally." Outside of shared responsibility among all groups, respondents most frequently selected the President as the role bearing responsibility.

Survey respondents were also asked to select from a menu of potential diversity initiatives they thought could improve the climate. Each respondent could select up to three. The most often selected diversity initiative was to create a university-wide task force to identify and implement policies and practices to make structural changes on campus to make sure all voices are heard. The second most selected initiative was requiring all annual evaluations of leadership at UTSA to incorporate a diversity and inclusion component. The third most selected initiative included the implementation of a "Grow our own" faculty program.

Open-Ended Feedback
Respondents were offered the opportunity to share their own thoughts on diversity and inclusion efforts within their department, college, or institution and to provide additional ideas on potential inclusion initiatives that could improve the climate and help to change the culture for diversity and inclusiveness at UTSA. Responses to these questions provide additional insights that complement the quantitative data gathered by the survey.

We received over 430 open-ended comments to the first open-ended question in the survey. The most common responses related to the following. Definitions of diversity varied widely with some respondents suggesting that diversity efforts need to expand to include larger audiences than just race and ethnicity or gender. Other responses varied according to the level of leadership or to which leader the respondent referred. For instance, one respondent might comment on leadership as related to prior leadership while other respondents mentioned President Eighmy. Equity in hiring and promotion also featured prominently in responses as well as examples of unequal treatment or lack of respect. Other individuals indicated a lack of trust, questioning whether anything actionable would emerge from the survey effort or a lack of trust in the confidentiality of the survey.

Respondents were also asked for additional written suggestions for diversity and inclusion initiatives at UTSA that could improve the climate and help to change the culture for diversity and inclusiveness at UTSA. We received over 300 open-ended responses to this question in the survey. Suggestions here included detailed or enthusiastic responses either for or against appointing a Chief Diversity Officer. Other respondents recommended that UTSA require new and more thorough diversity training. Hiring and promoting diverse candidates internally similar to the "Grow our own" initiative was suggested as

well. Some respondents also indicated a need to review current leadership and place new candidates in leadership positions.