



OKLAHOMA CITY

2019 OSU-OKC Diversity and Inclusion Climate Survey Comprehensive Report

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Table of Contents

Introduction	3
Survey Objectives	3
Participants	3
Methodology	3
Findings	4
<i>Background Information</i>	
<i>Campus Experiences with Diversity and Inclusion</i>	
<i>The Campus as a Welcoming Environment</i>	
<i>Areas of Opportunity for Diversity and Inclusion</i>	
Survey Limitations	8
Summary and Recommendations	9
<i>Leveraging our Strengths</i>	
<i>Addressing our Biggest Challenges</i>	

Introduction

In the fall semester of 2019, a Diversity and Inclusion Climate Survey about OSU-OKC was made available for a period of 12 days in mid-October. The survey was made available to all OSU-OKC students, faculty, and staff, and was an instrument designed to measure and describe the diversity and inclusiveness of OSU-OKC's campus environment, in addition to identifying areas of opportunity for OSU-OKC to improve its culture of welcome and inclusion.

Survey Objectives

The goal of the survey was to assess and better understand how members of the OSU-OKC community perceive the current state of diversity and inclusion on our campus as part of the University's ongoing effort to weave these principles into all aspects of campus culture.

Participants

A total of 104 respondents completed the survey, representing an overall 2% response rate.

- 49 students completed the survey (47% of respondents)
- 20 faculty completed the survey (19% of respondents)
- 34 staff completed the survey (33% of respondents)
- One respondent identified themselves as neither student, faculty, nor staff (1% of respondents)

Methodology

The survey was conducted using the 2019 OSU-OKC Diversity and Inclusion Climate Survey. This instrument was developed by the OSU-OKC Disability Services and Diversity Office, and two questions within this survey were reproduced with permission from the Association of Independent Colleges and Universities of Pennsylvania (AICUP).

The survey gathered information on four areas:

1. Background Information
2. Campus Experiences with Diversity and Inclusion
3. The Campus as a Welcoming Environment
4. Areas of Challenge and Opportunity for Diversity and Inclusion

The survey consisted of nine total questions and was composed of multiple checkboxes, Likert Scale questions, and open-ended questions. The average time for completion of the survey was two to three minutes. The survey was administered online through SurveyMonkey by the OSU-OKC Disability Services and Diversity Office and was sent to all campus students, faculty, and staff at their institutional email addresses. Results

were gathered anonymously and respondents were allowed 12 days to complete the survey in mid-October 2019.

Findings

Part One: Background Information

The majority of the respondents were students, as indicated by 47% of the respondents belonging to this category. 20 faculty and 34 staff completed the survey, along with one respondent who identified themselves as neither student, faculty, nor staff.

Part Two: Campus Experiences with Diversity and Inclusion

These questions asked respondents to rate their level of agreement with statements regarding experiences with diversity and inclusion at OSU-OKC.

I am satisfied with my experience/environment regarding diversity and inclusion at OSU-OKC:

Strongly agree = 32 (31%)
Agree = 48 (46%)
Neutral = 21 (20%)
Disagree = 2 (2%)
Strongly disagree = 1 (1%)

The environment at OSU-OKC encourages people to develop an appreciation for diversity and inclusion:

Strongly agree = 36 (35%)
Agree = 45 (43%)
Neutral = 18 (17%)
Disagree = 5 (5%)
Strongly disagree = 0

The majority of respondents indicated they were satisfied with their experience/environment regarding diversity and inclusion at the University (77%) and that the environment at OSU-OKC encouraged people to develop an appreciation for diversity and inclusion (78%). While positive indicators of the satisfaction levels of the majority of 2019 respondents, these numbers represent a decrease in satisfactory experiences with diversity and inclusion when compared with findings from similar questions in the 2018 OSU-OKC Diversity Climate Survey (93% satisfaction ratings for both of the above areas).

Quantitative data continues to show a mixed picture with a significant decrease in the percentage of respondents who indicated unsatisfactory experiences with diversity and inclusion at OSU-OKC when compared with 2018. (14% in 2018 and down to 8% in 2019). Additionally, in response to the findings of the 2018 OSU-OKC Diversity Climate Survey the University has developed and implemented a standard diversity and

inclusion program each semester that includes events, workshops, and other forms of campus engagement that has taken place for nearly one full calendar year at the time of this report.

Part Three: The Campus as a Welcoming Environment

These questions asked respondents to rate their level of agreement with statements regarding the University's campus as a welcoming and accepting environment.

I feel a sense of acceptance and belonging at OSU-OKC.

Strongly agree = 41 (39%)

Agree = 47 (45%)

Neutral = 9 (9%)

Disagree = 7 (7%)

Strongly disagree = 0

The faculty (instructors) here are accepting of individuals of diverse backgrounds.

Strongly agree = 45 (44%)

Agree = 33 (32%)

Neutral = 22 (21%)

Disagree = 3 (3%)

Strongly disagree = 0

The staff here are accepting of individuals of diverse backgrounds.

Strongly agree = 50 (48%)

Agree = 40 (38%)

Neutral = 12 (12%)

Disagree = 2 (2%)

Strongly disagree = 0

The students here are accepting of individuals of diverse backgrounds.

Strongly agree = 31 (30%)

Agree = 47 (45%)

Neutral = 21 (20%)

Disagree = 4 (4%)

Strongly disagree = 1 (1%)

The percentage of respondents who indicated they felt a sense of belonging and acceptance at OSU-OKC decreased from 96% in 2018 to 84% in 2019. However, the number of respondents who strongly disagreed with this statement also fell (two respondents in 2018 compared with 0 in 2019) providing an ongoing mixed picture of quantitative data. Interestingly, this question had the highest percentage of respondents (7%) who disagreed with the statement compared with all of the other Likert Scale questions in the survey.

76% of respondents indicated that University faculty were accepting of individuals of diverse backgrounds. 86% of respondents reported the same experiences with University staff, and 75% of those surveyed had the same perceptions of University students. These findings indicate that the majority of respondents feel OSU-OKC's culture is accepting of those from diverse backgrounds, which may validate the University's recent efforts to improve the culture of diversity and inclusion at its campus.

Part Four: Areas of Challenge and Opportunity for Diversity and Inclusion

These questions addressed areas of challenge and improvement for the University to consider in its goal to create a culture of welcome and acceptance.

I feel OSU-OKC needs to improve their culture of acceptance for the following groups (select all that apply):

Individuals of diverse ages = 29 (40%)

Individuals from diverse socioeconomic backgrounds = 24 (33%)

Individuals who do not identify as a specific gender or who are non-binary = 23 (32%)

Individuals of diverse races, ethnicities, and cultures = 21 (29%)

Individuals with disabilities = 20 (28%)

Individuals who do not identify as heterosexual = 20 (28%)

Individuals with diverse political affiliations/views = 18 (25%)

Individuals of diverse religious beliefs = 15 (21%)

Females = 12 (17%)

Other (please specify) = 11 (15%)

Males = 7 (10%)

How can OSU-OKC further improve our campus environment for individuals of diverse backgrounds?

Consistent with the quantitative data, qualitative data also provides a mixed picture of experiences with diversity and inclusion at OSU-OKC. The majority of qualitative data was either positive or neutral in tone, with many respondents reporting positive experiences or giving suggestions on how to improve in this area. The following comments capture these sentiments:

OSU-OKC is doing a fantastic job in keeping the campus a safe, diverse environment. The faculty and staff are caring, respectful, and very helpful! They understand that they put their students' goals first!

I think OSU-OKC does a great job of including individuals of diverse backgrounds.

Keep up the good work of being sensitive to the needs of all our students and employees.

Include non-traditional students in clubs and organizations. Make a way for them to be active in campus organizations.

General Info resources. Most of the research for topics like stress are from a Caucasian Western European Perspectives. More involvement of practices used by other cultures may be significant in our learning in order to better connect and engage with students as well. I would like to see educated ethnic mentors for supporting students from different backgrounds to succeed, and to teach instructors how to better connect.

Potentially seeing if more assistance can be received and given to students in a low SES background.

Help them get together somehow by inviting them to do something everyone enjoys, to create a friendlier atmosphere.

More training & education for staff members.

Some respondents' feelings on weaving diversity and inclusion into daily life and mindfulness were also clear, viewing these principles as a way of perceiving the world compared with implementing targeted campus events or programs:

Continuing to learn and appreciate our ever-changing culture. Keeping ears open and always looking for ways to modernize and improve our campus.

We have to practice actual inclusion instead of giving it lip service so we can check off a box.

The biggest thing we can do is continue to develop a welcoming environment for everybody, no matter the background.

Qualitative data also illustrates some of the frustrations regarding experiences with diversity and inclusion at the University.

It's purely about the students that ruin the experience of being at this university. I know it's difficult to understand different people but they should learn not to comment on the differences when they don't know if that's going to lead to a panic attack or something like that.

My friend recently applied for the [program name removed] program. She had all her documentation submitted but she received a letter saying she did not get in to the [program name removed] program because of lack of transcripts. She came in and the [employee position title removed] checked and so that truly all her paperwork was in order. The [employee position title removed] started looking for other excuses and one that was really insulting is that they do not want to admit any more international students into the program. Very disappointing.

More understanding of disabilities. I heard a group of students making fun of an employee with a disability. It made me very angry and upset.

Feelings of discomfort with OSU-OKC's efforts to promote diversity and inclusion were also noted:

You don't need to improve. I'm honestly tired of hearing the all inclusive speech that people are now taking advantage of. I wouldn't have even filled this out had I known that's what it was about.

By letting the people be. Posters with information can help, but can also come off as annoying or being pushed in our faces.

Survey Limitations

The main limitation to the findings was the small number of survey responses, which likely resulted in decreased statistical power and reduced confidence level of the results. The low response rate may be linked to the date of the survey administration, as the University administered a much longer 2018 Diversity Climate Survey October 29-November 12, 2018 and wanted to capture as much additional information as possible before the campus' scheduled reaccreditation visit on November 11-12, 2019. Given the relatively short amount of time between this survey and the last in 2018, it is possible that respondents experienced survey fatigue which may have resulted in a significantly lower response rate than the 2018 Diversity Climate Survey. Respondents may also have been less likely to complete the 2019 OSU-OKC Diversity and Inclusion Climate Survey due to assumptions that it was similar in length to the 2018 Diversity Climate Survey, which took an average of 20 minutes to complete.

For future surveys, the University may benefit from administering a Diversity and Inclusion Climate Survey on a biennial schedule to reduce survey fatigue.

Summary and Recommendations

Leveraging our Strengths

The majority of respondents indicated they were satisfied with their experience/environment regarding diversity and inclusion at OSU-OKC, felt a sense of belonging and acceptance at the University, and viewed University faculty, staff, and students as being accepting of individuals of diverse backgrounds.

This campus culture of acceptance is further reflected in the majority of the respondents affirming that the environment at OSU-OKC encourages people to develop an appreciation for diversity and inclusion.

Overall the data indicates OSU-OKC is a welcoming and accepting environment, with many clear areas of success for the University. This validates the efforts of our students, faculty, and staff to practice empathy, kindness, receptiveness, and cultural awareness.

Addressing our Biggest Challenges

While most of the campus community perceives OSU-OKC to be generally successful in cultivating an environment where diverse groups feel accepted, the survey suggests there are several areas in which the University can improve.

Survey data indicates that the following groups may benefit from an improved culture of acceptance at the University:

- Individuals of diverse ages
- Individuals from diverse socioeconomic backgrounds
- Individuals who do not identify as a specific gender or who are non-binary
- Individuals of diverse races, ethnicities, and cultures
- Individuals with disabilities
- Individuals who do not identify as heterosexual
- Individuals with diverse political affiliations/views

While OSU-OKC acknowledges the role that the current U.S. political and social climate may play in any negative experiences reported by the respondents, the University does not view this as lessening its responsibility to provide a diverse, welcoming and inclusive environment.

As such, the campus community will likely benefit from education and training opportunities and support programs focused on all of the diverse groups identified in this survey.

- High – the greatest potential for improved campus diversity and inclusion climate
- Medium – greater potential for improved campus diversity and inclusion climate
- Low – less potential for improved campus diversity and inclusion climate

	Recommendation	Effect
1	Implement campus-wide education/training on the following topics and incorporate into academic curriculum, support programs, and daily operations: <ul style="list-style-type: none"> ○ All of the above areas of challenge and opportunity as identified by the survey ○ Practicing empathy ○ How to manage difficult or challenging conversations ○ Practicing mindful communication 	High
2	Recruit and retain a diverse group of students, faculty, and staff	Medium
3	Develop and implement data-driven Diversity and Inclusion programs and events each spring and fall semester	Medium
4	Regularly administer a campus-wide survey to assess experiences with diversity and inclusion	Medium
5	Develop and implement a campus Marketing and Communications plan that engages diverse individuals	Low