



Rankin & Associates, Consulting

Assessment • Planning • Interventions

# CAS Tier III Climate Project

## Aggregate Report

September 2008



Rankin & Associates, Consulting

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## **Executive Summary**

The Change Agent States project (originally known as the Change Agent States for Diversity – CASD – and hereafter referred to as CAS) represents a catalytic step in leading change within the Land Grant University System. In December 1998, the National Sub-Committee on Extension Diversity (SED) developed this visionary project in which eight states were selected to participate in a pilot effort focusing on diversity. In October 1999, representatives from the eight states and selected members of the SED began working together to develop and implement a plan of action to address diversity in their organizations and institutions. The Assessment Subcommittee of the CAS was charged with developing plans, related tools, and an implementation strategy for the eight states individually, and the CAS as a whole, to use in determining the organizations' status and climate as they relate to diversity. The committee determined that the first step in this process was an internal assessment of the current climate at each location.

Beginning in the fall 2000 semester, CAS contracted with an outside consultant<sup>1</sup> to identify through an internal assessment challenges confronting the CAS community with respect to underrepresented groups. The assessment was a proactive initiative by CAS cooperating members to review the climate for underrepresented groups in their respective organizations. Seven of the original eight states (Tier I states) participated in this climate assessment effort: Arizona, Colorado, Missouri, New York, North Carolina, North Dakota, and Pennsylvania. In June 2004, six new states (Tier II states) were selected to participate in the CAS project, under the umbrella of the national Extension Diversity Task Force (formerly SED). The Tier II states included: Delaware, Idaho, Mississippi, New Mexico, South Dakota, and Washington.

A third tier of four additional states was selected in June 2007 to participate in the CAS project. These states included Kansas, Ohio, Oregon, and Tennessee (Tier III states). In these states, five institutions (two in Tennessee: the University of Tennessee and Tennessee State University) participated in the climate assessment project. Together, the

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<sup>1</sup> *Rankin & Associates Consulting* was contracted as the outside consultant for this project.

CAS states have worked to model effective strategies and sustainable efforts to make diversity and pluralism a reality in the Land Grant University and CSREES System.

The Tier III states used the original survey template and made several modifications reflecting the input of Tier I and II states' experiences. In addition, each state had the opportunity to add up to two additional state-related questions. The final survey contained 70 questions, including open-ended questions for respondents to provide commentary regarding their experiences<sup>2</sup>.

This report contains aggregated results from the climate assessments conducted in each CAS Tier III Extension organization<sup>3</sup>. The instrument was distributed in each of the organizations in spring 2008 semester. All members of the Extension communities (and in some states a broader group such as a college)<sup>4</sup> were invited to participate in the survey. The survey was designed to gather information about participants' personal experiences with regard to climate issues, their perceptions of the climate for underrepresented members of the Extension community, their perceptions of organizational actions (including administrative policies and organizational initiatives) regarding climate issues, and concerns in the organizations. A summary of the findings is presented in bullet form below. More in-depth information is provided in the body of the report.

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<sup>2</sup> The final survey is provided in Appendix B.

<sup>3</sup> The term "Extension" is used throughout this report with the understanding that in some states the term includes other units affiliated with Extension efforts (e.g., College of Agriculture).

<sup>4</sup> In the current project Ohio and Tennessee surveyed beyond Extension employees.

## Sample Demographics

1907 surveys were returned representing the following:

- 186 People of Color<sup>5</sup>, 1664 White respondents
- 79 people who identified as having a disability
- 80 people who identified as lesbian, gay, bisexual, or questioning
- 1202 women; 672 men; 2 transgender<sup>6</sup>
- 256 people who identified their spiritual affiliation as other than Christian (including those with no affiliation)

## Quantitative Findings

### Personal Experiences with Organizational Climate<sup>7</sup>

- **14 percent of all respondents reported that they personally experienced offensive, hostile, or intimidating conduct that interfered unreasonably with their ability to work or learn in their organizations (hereafter referred to as harassment)<sup>8</sup>. Gender and age were most often cited as the reasons for the harassment. Harassment largely went unreported.**
  - The conduct was most often based on the respondents' gender (37%), age (37%), physical characteristics (17%), family status (15%), race (12%), and ethnicity (11%).
  - Compared with 13 percent of White people, 21 percent of People of Color personally experienced such conduct.
  - Of Respondents of Color who reported experiencing this conduct, 45 percent stated it was because of their race.
  - 14 percent of heterosexual respondents and 18 percent of lesbian, gay, bisexual or questioning respondents experienced harassment.

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<sup>5</sup> While recognizing the vastly different experiences of people of various racial identities (e.g., Chicano(a) versus African-American or Latino(a) versus Asian-American), and those experiences within these identity categories (e.g., Hmong versus Chinese), Rankin and Associates found it necessary to collapse some of these categories to conduct the analyses due to the small numbers of respondents in the individual categories.

<sup>6</sup> "Transgender" refers to identity that does not conform unambiguously to conventional notions of male or female gender, but combines or moves between these (Oxford English Dictionary 2003). OED Online. March 2004. Oxford University Press. Feb. 17, 2006 <<http://dictionary.oed.com/cgi/entry/00319380>>.

<sup>7</sup> Listings in the narrative are those responses with the greatest percentages. For a complete listing of the results, the reader is directed to the tables in the narrative and Appendix A. Where missing data is not provided (e.g., did not respond), the percentages will not sum to 100%.

<sup>8</sup> Under the United States Code Title 18 Subsection 1514(c)1, harassment is defined as "a course of conduct directed at a specific person that causes substantial emotional distress in such a person and serves no legitimate purpose" (<http://www.eeoc.gov/laws/vii.html>). In higher education institutions, legal issues discussions define harassment as any conduct that has unreasonably interfered with one's ability to work or learn on campus. The questions used in this survey to uncover participants' personal and observed experiences with harassment were designed using these definitions.

- 12 percent of men and 15 percent of women experienced harassment within their organization.
- The harassment was experienced most often in the form of derogatory remarks, being deliberately ignored or being excluded.
- 86 respondents (32%) who experienced this harassment made a complaint to an appropriate official, and 124 (49%) considered changing their jobs.

### Perceptions of Organizational Climate

- **When asked if they had heard various employees make insensitive or disparaging remarks about people based on assorted demographic characteristics, respondents were most likely to have heard field faculty/agents make disparaging or insensitive remarks about inability to speak English, women, age, and ethnic background; support staff make remarks about inability to speak English, and administrators make remarks about age.**
  - Conversely 16 percent heard an employee *challenge* insensitive or disparaging remarks made regarding age, ethnic background, women, and inability to speak English.
  - Smaller percentages of respondents witnessed colleagues challenge remarks based on racial background (12%), family status (12%), sexual orientation (11%), men (11%), physical characteristics (11%), religion (10%), and socioeconomic status (10%).
- **Most respondents indicated that they were “comfortable” or “very comfortable” with the overall climate in their organizations (78%) and in their work units (82%). The figures in the narrative show disparities based on race.**
  - Compared with 79 percent of White people, 66 percent of People of Color were comfortable with the overall climate.
  - Compared with 84 percent of White people, 77 percent of People of Color were comfortable with the climate in their work units.
- **18 percent of respondents were aware of harassment in their organizations. The observed harassment was most often based on gender. White respondents and women were more aware of such harassment. Fewer administrators than other employee groups were aware of such harassment, and such incidents often were not officially reported.**
  - Most of the observers attributed this harassment to gender (32%), age (20%), ethnicity (18%), physical characteristics (15%), and race (15%).
  - Compared with 18 percent of White people, 19 percent of People of Color had observed such conduct.
  - Compared with 19 percent of women, 16 percent of men had observed such conduct.

- Compared with 18 percent of straight respondents, 23 percent of LGBQ respondents had observed such conduct.
  - Compared with 25 percent of administrators, between 12 and 24 percent of other employees had observed such conduct.
  - The observed harassment most often occurred in the form of derogatory remarks, being deliberately ignored or being excluded.
  - These incidents were reported to an appropriate official only 22 percent of the time.
- **Some respondents observed discriminatory employment practices (i.e., hiring, firing, and promotion).**
    - 16 percent of respondents reported observing discriminatory hiring in their organization. Of those, 30 percent believed that the discrimination was based on gender, 23 percent on race, and 21 percent on age.
    - Of the 4 percent who observed discriminatory firing, 27 percent said the discrimination was based on race and 23 percent based on age or gender.
    - Of the 14 percent who witnessed discriminatory promotion, 35 percent reported the actions were based on gender, 21 percent based on employment category, and 18 percent based on age.
- **A notable percentage of respondents felt that the climate was welcoming to employees from underrepresented groups.**
    - 73 percent of respondents felt the workplace climate was welcoming for employees from historically underrepresented groups.
    - Administrators and campus faculty were less likely to agree with this statement than other employee groups, and Respondents of Color and LGBQ respondents were less likely to agree with this statement than White respondent and straight respondents.
- **Respondents felt that the workplace was welcoming to customers/learners from underrepresented groups.**
    - 78 percent of respondents felt the workplace climate was welcoming for customers/learners from underrepresented groups.
    - Administrators and campus faculty were less likely to agree with this statement than other employee groups, and Respondents of Color and LGBQ respondents were less likely to agree with this statement than White respondent and straight respondents.

### Organizational Actions

- More than half of the respondents believed that their Extension organization proactively addressed 6 of 12 issues related to aspects of difference; the exceptions were gender identity, mental disability, non-native English speakers, religion, sexual orientation, and veteran status.
- 70 percent of responding employees believed their administration had visible leadership to foster diversity; administrators were most apt to agree.

- Respondents of Color, sexual minority respondents, and women were less likely than White respondents, heterosexual respondents, and men to think that the administration visibly fostered diversity
- 74 percent of all respondents believed their unit management demonstrated a commitment to diversity.
- 52 percent of all respondents said they were “very committed” to diversity issues within their organizations.
- 49 percent of all respondents believed their organization’s commitment to diversity had increased over the last five years; however, only 39 percent of Respondents of Color believed that their organization had increased its efforts over the last five years.



## **Introduction The Extension Community**

One of the primary missions of higher education institutions is the discovery of and distribution of knowledge. Academic communities expend a great deal of effort fostering an environment where this mission is nurtured, with the understanding that institutional climate has a profound effect on the academic community's ability to excel in teaching, research, and scholarship.<sup>9</sup> The climate on college campuses not only affects the creation of knowledge but also affects members of the academic community who, in turn, contribute to the creation of the campus environment.<sup>10</sup> Several national education association reports advocate creating a more inclusive, welcoming climate on college campuses.

Nearly two decades ago, the Carnegie Foundation for the Advancement of Teaching and the American Council on Education (ACE) suggested that in order to build a vital community of learning a college or university must provide an environment where

...intellectual life is central and where faculty and students work together to strengthen teaching and learning, where freedom of expression is uncompromisingly protected and where civility is powerfully affirmed, where the dignity of all individuals is affirmed and where equality of opportunity is vigorously pursued, and where the well-being of each member is sensitively supported.

During that same time period, The Association of American Colleges and Universities (AAC&U) (1995) challenged higher education institutions "to affirm and enact a commitment to equality, fairness, and inclusion." AAC&U proposed that colleges and universities commit to "the task of creating inclusive educational environments in which all participants are equally welcome, equally valued, and equally heard." The report suggested that in order to provide a foundation for a vital community of learning, a

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<sup>9</sup>For more detailed discussions of climate issues see Hurtado (2005); Bauer (1998), Boyer (1990), Milem, Chang, & Antonio, (2005); Peterson (1990), Rankin (1994, 1998), and Tierney and Dilley (1996).

<sup>10</sup>For further examination of the effects of climate on campus constituent groups and their respective effects on the campus climate see Bauer, (1998); Bensimon (2005); Hurtado, 2005, Hurtado, Milem, Clayton-Pedersen, & Allen (1998); Peterson (1990), Rankin (1994, 1998, 1999, 2003, 2005), Tierney (1990).

primary mission of the academy must be to create an environment that cultivates diversity and celebrates difference.

In the ensuing years, many campuses instituted initiatives to address the challenges presented in the reports. More recently, AAC&U (2005) proposed that

*Diversity must be carried out in intentional ways in order to accrue the educational benefits for students and the institution. Diversity is a process toward better learning rather than an outcome (p. iv).*

The report further indicates that in order for “diversity initiatives to be successful they must engage the entire campus community” (p. v). The idea of a “thoughtful” process in regards to diversity initiatives in higher education is supported by Ingle (2005).

The Change Agent States project (originally known as the Change Agent States for Diversity – CASD – now referred to as CAS) represents a catalytic step in leading change within the Land Grant University System. In December 1998, the National Subcommittee on Extension Diversity (SED) developed this visionary project in which eight states were selected to participate in a pilot effort focusing on diversity. In October 1999, representatives from the eight states and selected members of the SED began working together to develop and implement a plan of action to address diversity in their organizations and institutions. The Assessment Subcommittee of the CAS was charged with developing plans, related tools, and an implementation strategy for the eight states individually, and the CAS as a whole, to use in determining the organizations’ status and climate as they relate to diversity. The committee determined that the first step in this process was an internal assessment of the current climate at each location.

Beginning in the fall 2000 semester, CAS contracted with an outside consultant<sup>11</sup> to identify challenges confronting the CAS community with respect to underrepresented groups through an internal assessment. The assessment was a proactive initiative by CAS cooperating members to review the climate for underrepresented groups in their

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<sup>11</sup> Rankin & Associates Consulting was contracted as the outside consultant for this project.

respective organizations. Seven of the original eight states participated in this climate assessment effort: Arizona, Colorado, Missouri, New York, North Carolina, North Dakota, and Pennsylvania (Tier I states). In June 2004, six new states were selected to participate in the CAS project under the umbrella of the national Extension Diversity Task Force. The second tier of states included: Delaware, Idaho, Mississippi, New Mexico, South Dakota, and Washington (Tier II states).

A third tier of four additional states was selected in June 2007 to participate in the CAS project. These states included Kansas, Ohio, Oregon, and Tennessee (Tier III states). In these states, five institutions (two in Tennessee: the University of Tennessee and Tennessee State University) participated in the climate assessment project. Together, the states work to model effective strategies and sustainable efforts to make diversity and pluralism a reality in the Land Grant University and CSREES System.

The Tier III states used the original survey template but made several modifications reflecting the input from the experiences of Tier I and II states. In addition, each state had the opportunity to add up to two additional state-related questions. The final survey contained 70 questions, including open-ended questions for respondents to provide commentary regarding their experiences<sup>12</sup>.

This report provides the results of the organization-wide surveys of the four participating CSAS Tier III states: Kansas, Ohio, Oregon, and Tennessee. The assessment will help to lay the groundwork for future initiatives within each organization and for collaborative efforts within the CAS Project.

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<sup>12</sup> The final survey is provided in Appendix B.

## Methodology

### Conceptual Framework

For the purposes of this project, diversity is defined as the “variety created in any society (and within any individual) by the presence of different points of view and ways of making meaning which generally flow from the influence of different cultural, ethnic, and religious heritages, from the differences in how we socialize women and men, and from the differences that emerge from class, age, sexual orientation, gender identity, ability and other socially constructed characteristics.”<sup>13</sup> Because of the inherent complexity of the topic of diversity, an examination of the multiple dimensions of diversity in higher education is crucial. The conceptual model used as the foundation for this climate assessment was developed by Smith (1999) and modified by Rankin (2002).

### Design of the Study

**Survey Instrument.** The survey questions were constructed based on the work of Rankin (2003). The CAS representatives from the participating Tier III states and their respective catalyst teams reviewed drafts of the survey. The final survey contained 70 questions including open-ended questions for respondents to provide additional comments. The survey was designed to have respondents provide information about their personal work or office experiences, their perceptions of the organizational climate, their perceptions of the organizational actions (including administrative policies and academic initiatives) regarding diversity issues within each Extension organization, and concerns within each organization. The survey was available in an on-line format. All surveys were input into a secure site database, stripped of their IP addresses, and tabulated for appropriate analysis.

**Sampling Procedure.** The project proposal, including the survey instrument, was reviewed and approved by the Institutional Review Board (IRB) at each university. The proposal indicated that any analyses of the data would insure participant anonymity. The

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<sup>13</sup> Rankin & Associates (2001) adapted from AAC&U (1995).

final web-based survey was made available during spring 2008 semester to members of each Extension community. Each survey included information that described the purpose of the study and assured the respondents of anonymity. The survey was distributed to the entire population of employees via an invitation to participate from the relevant administrator in each participating organization.

**Limitations.** As with most social science research, there are limitations to the generalizability of the data. The major limitation is that respondents in this study were “self-selected” and, therefore, self-selection bias may exist. The bias lies in the fact that respondents' decisions to participate may be correlated with traits that affect the study, making the group of participants a non-representative sample. For example, in the current project, people with strong opinions about “diversity” or substantial knowledge of organizational actions may have been more apt to participate.

**Data Analysis.** Survey data were analyzed to compare the responses (in raw numbers and percentages) of various groups using SPSS (version 16.0). Numbers and percentages were also calculated with respect to salient group memberships (e.g., gender, race/ethnicity, position) to provide additional information regarding participant responses. Open-ended questions in the survey allowed respondents the opportunity to expand on their survey responses, further describe their experiences of organizational climate, and add any additional thoughts they wished. These open-ended comments were reviewed using standard methods of thematic analysis for each organization’s individual report but were not included in this aggregate report.

## Results

This section of the report describes the sample, provides reliability measures (internal consistency) and validity measures (content and construct), and presents results based upon the project design, respondents' personal workplace experiences, their perceptions of the organizational climate, their perceptions of their Extension organization's actions regarding diversity issues (including administrative policies and academic initiatives), and concerns in each organization.

**Description of the Sample**<sup>14</sup>. One thousand nine hundred seven (1907) surveys were returned. The response rates for each organization are presented in Table 1.

**Table 1.**  
Participating Institutions

<b>Organization</b>	<b>State</b>	<b>Response Rate (%)</b>
Kansas State University	Kansas	65%
Ohio State University	Ohio	40%
Oregon State University	Oregon	55%
University of Tennessee	Tennessee	70%
Tennessee State	Tennessee	77%

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<sup>14</sup> All frequency tables are provided in Appendix A. For any notation regarding tables in the narrative, the reader is directed to these tables.

A review of the population demographics as compared to the sample demographics is provided in Table 2.

**Table 2.**  
 Aggregate Population compared to Aggregate Sample for Selected Demographics

Characteristic	Subgroup	Totals		Response Rate
		N	n	
Gender <sup>a</sup>	Male	1506	670	44.5%
	Female	2239	1190	53.1%
	Transgender	n/a	2	>100%
Race/ Ethnicity <sup>b</sup>	African American/Black	141	82	58.2%
	African/Caribbean	10	17	>100%
	Asian/Asian American/Pacific Islander	72	34	45.9%
	American Indian/Alaskan Native/Hawaiian Native	18	41	>100%
	Chicano/Latino/Hispanic	71	38	53.5%
	Middle Eastern	n/a	5	>100%
	Russian/Eastern European	n/a	9	>100%
	White/Caucasian	3078	1712	55.6%
	Other	n/a	21	>100%
Position <sup>c</sup>	Administrator	160	92	57.5%
	Field Faculty/Agent	775	525	67.7%
	Campus Faculty/Specialist	901	534	59.3%
	Support Staff	885	455	51.4%
	Paraprofessional	1024	124	12.1%
	Program Assistant	0	24	>100%
	Office Professional	0	17	>100%
	Other Professionals	0	72	>100%
Citizenship <sup>d</sup>	US Citizen	1974	1177	59.6%
	US Citizen - Naturalized	18	13	72.2%
	Permanent Resident	24	10	41.7%
	International	3	9	>100%
	Other	0	4	>100%

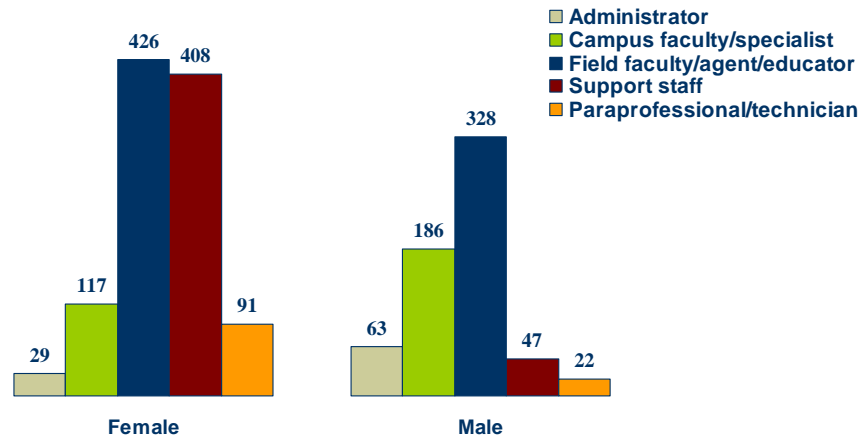
**Validity.** Validity is the extent to which a measure truly reflects the phenomenon or concept under study. The survey questions were constructed based on the work of Hurtado (1999) and Smith (1997) and were further informed by instruments used in other institutional/organizational studies. Content validity is ensured given that the items and response choices arose from literature reviews, previous surveys, and input from the SED. Construct validity, or the extent to which scores on an instrument permit inferences

about underlying traits, attitudes, and behaviors, is the intent of this project. Ideally, one would like to have correlations between responses and known instances of harassment, for example; however, there were no reliable data available for comparison. The important issue (in addition to the content validity description above) is the manner in which questions are asked and response choices given - both must be non-biased, non-leading, and non-judgmental. In particular, items included on the questionnaire should discourage “socially acceptable” responses.

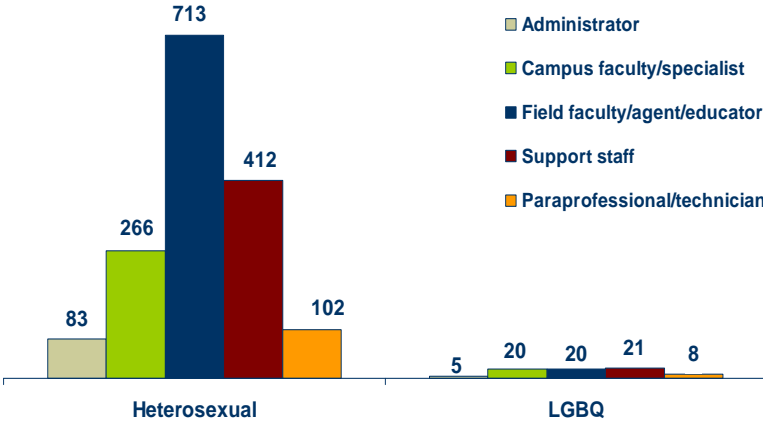


**Sample characteristics.** The majority of the sample was female (63%) (Figure 1), heterosexual (90%) (Figure 2), and between 40 and 59 years old (63%) (Figure 3). These three Figures also include a breakdown by type of position.

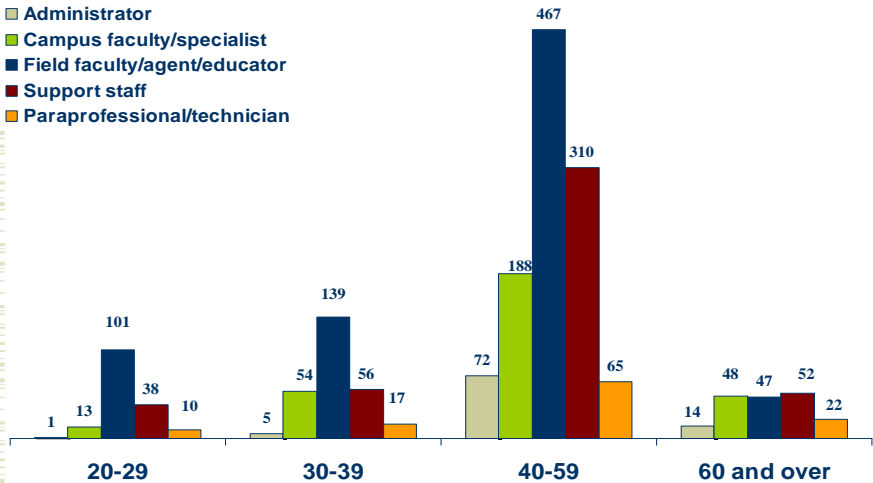
Figure 1  
Respondents by Gender & Position (n)



**Figure 2**  
**Respondents by Sexual Orientation & Position (n)**

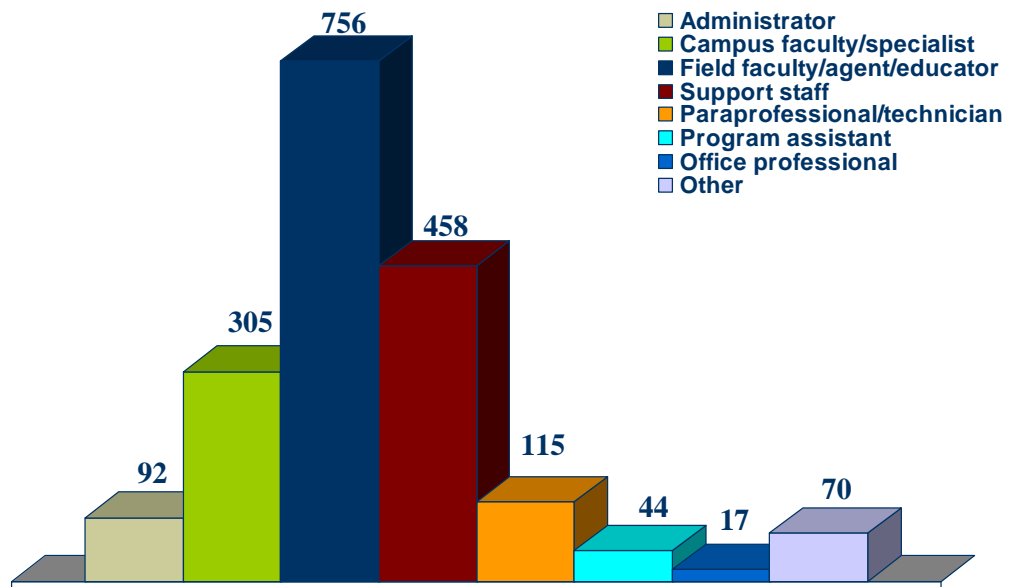


**Figure 3**  
**Respondents by Age & Position (n)**



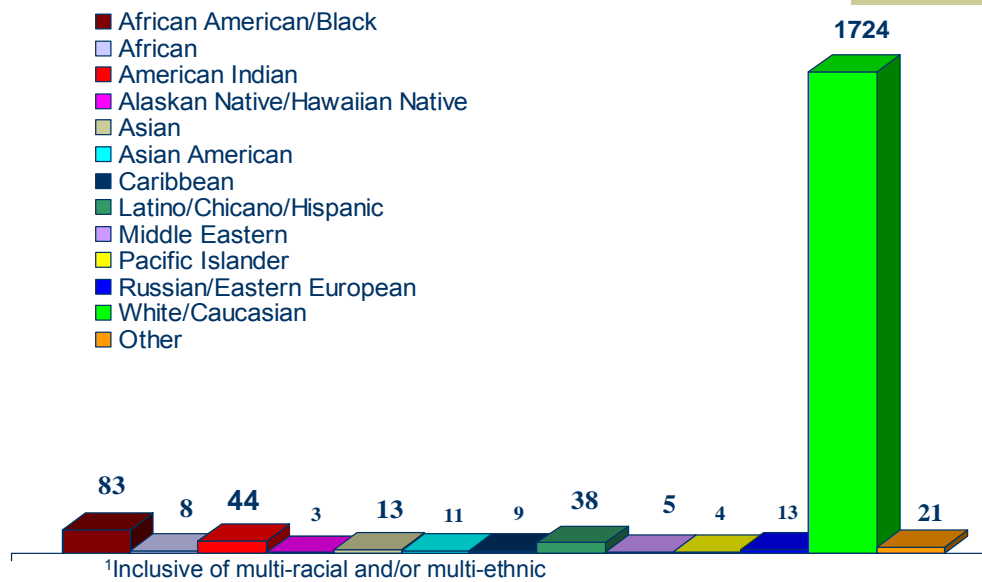
Approximately 40 percent of the survey respondents were field faculty/agents/educators, 24 percent were support staff, 16 percent were campus faculty/specialists, six percent were paraprofessionals/technicians, and five percent were administrators (Figure 4).

Figure 4  
Respondents by Position (n)

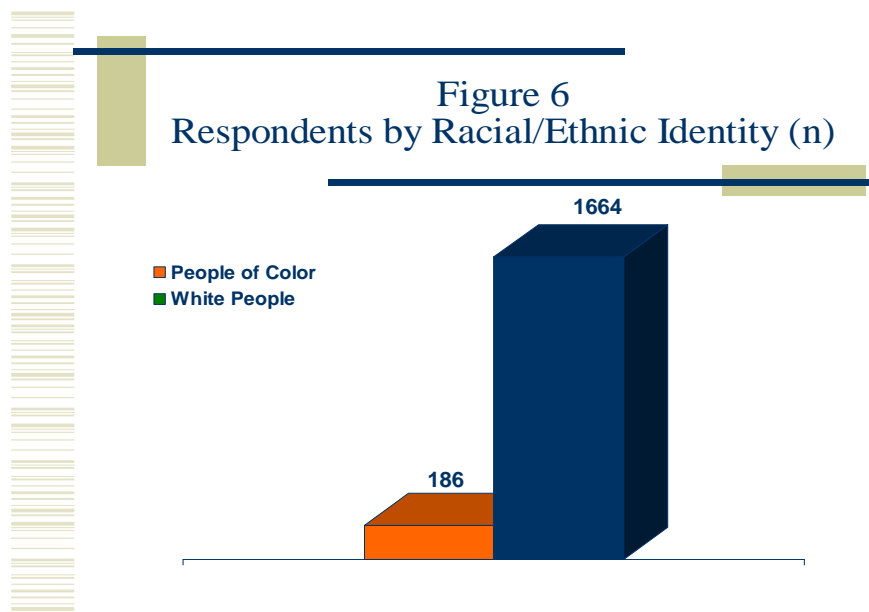


With regard to race and ethnicity, 90 percent of the respondents were White/Caucasian. Four percent were African American/Black, and two percent were American Indian or Latino/Chicano/Hispanic. Less than one percent was African, Alaskan Native/Hawaiian Native, Asian, Asian American, Caribbean, Middle Eastern, Pacific Islander, or Russian/Eastern European (Figure 5).

**Figure 5**  
**Respondents by Racial/Ethnic Identity (n)<sup>1</sup>**



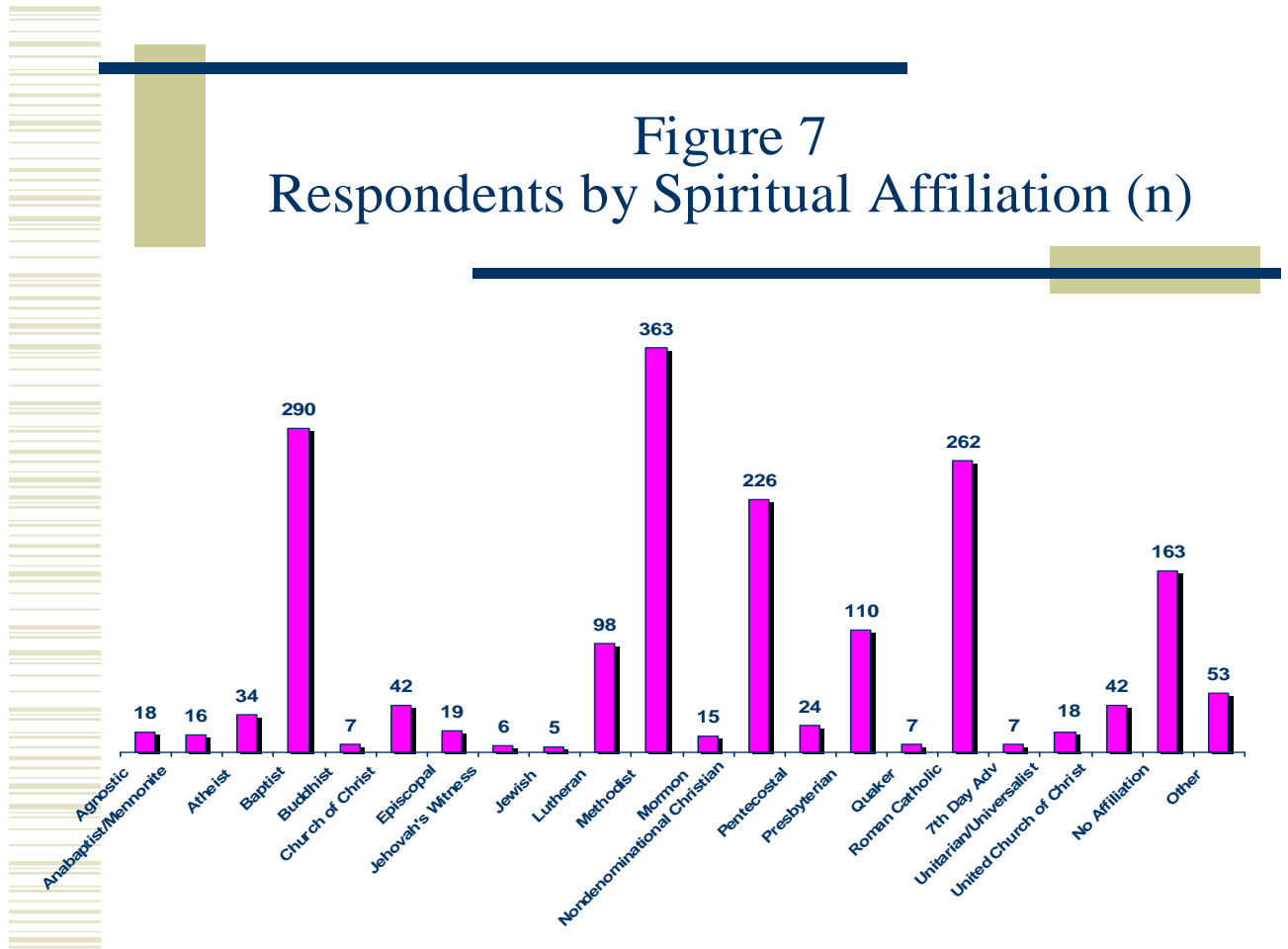
In order to account for bi-racial and multi-racial identities, respondents were given the opportunity to mark multiple boxes regarding their racial identity. Given this opportunity, the majority of respondents chose White (n=1664, 87%) as part of their identity, and 186 respondents (10%) chose a category other than White as part of their identity (Figure 6). Given the small number of respondents in each of the racial/ethnic categories other than White/Caucasian, some analyses and discussion use the collapsed categories of People of Color<sup>15</sup> and White people.



Ninety-five percent of all respondents were U.S.-born citizens, two percent were naturalized citizens, and one percent were permanent residents.

<sup>15</sup> While the authors recognize the vastly different experiences of people of various racial identities (e.g., Chicano(a) versus African American or Latino(a) versus Asian American), and those experiences within these identity categories (e.g., Hmong versus Chinese), we collapsed these categories into People of Color and White for many of the analyses due to the small numbers in the individual categories.

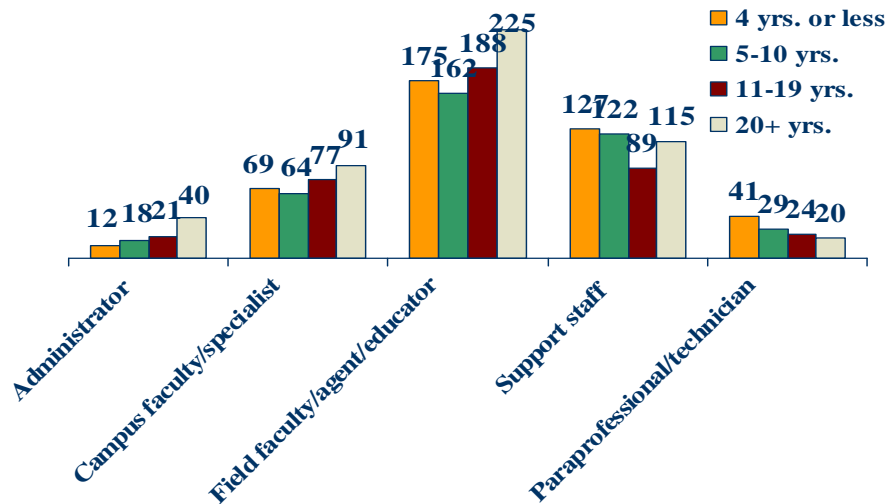
Figure 7 illustrates that approximately 80 percent of the respondents were affiliated to a Christian denomination.<sup>16</sup>



<sup>16</sup> Figure 7 includes only those spiritual affiliations reported by 5 or more respondents. Table 11 in Appendix A reports all responses related to spiritual affiliation. Christian denominations included respondents who identified as African Methodist Episcopal (AME), Anabaptist/Amish/Mennonite, Baptist, Church of Christ, Eastern Orthodox, Episcopalian, Lutheran, Methodist, Mormon (Latter Day Saints), Nondenominational Christian, Pentecostal, Presbyterian, Roman Catholic, Seventh Day Adventist, and United Church of Christ.

Approximately 23 percent of the respondents have been employed by their organization for five to 10 years, 22 percent for 11 to 19 years, and 19 percent for 20 to 29 years (Figure 8). The majority of administrators, campus faculty, and field agents have been with their organization for more than 20 years, while most paraprofessionals/technicians have been in their organization for four years or less. Eighty-eight percent of respondents were full-time in their positions. Sixty-six percent primarily worked off-campus.

**Figure 8**  
**Respondents' Time in Organization**  
**by Position (n)**



Four percent of respondents (n=79) reported having a physical condition that substantially affects major life activities such as seeing, hearing, learning, or walking. Four percent were veterans.

Five percent of survey respondents reported that their annual income was less than \$20,000. Twenty-six percent reported annual incomes between \$20,000 and \$39,999, 16 percent between \$40,000 and \$49,999, 27 percent between \$50,000 and \$75,000, and 20 percent over \$76,000 annually. Income figures are displayed by position in Figure 9.

Figure 9  
 Income by Position (n)

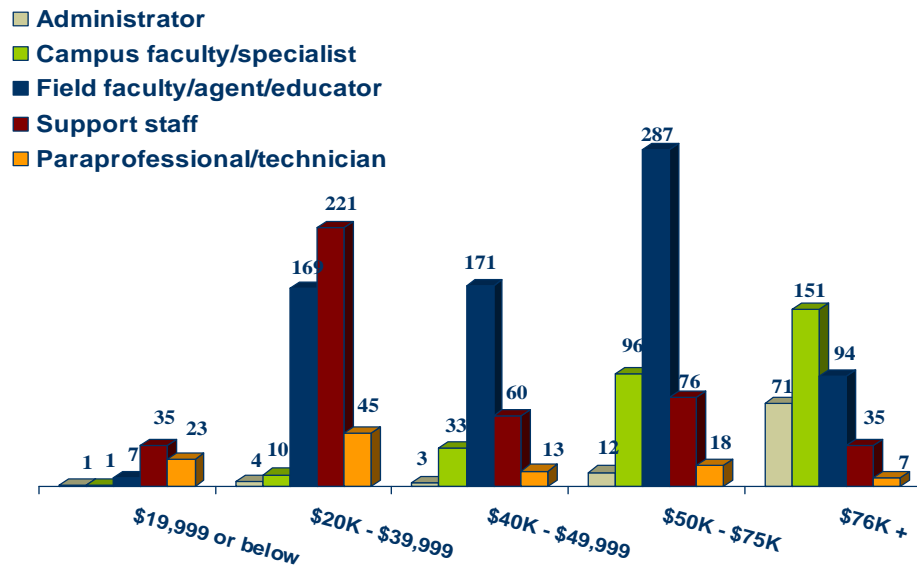




Table 3 illustrates that 13 percent of respondents were single, while 77 percent were married or partnered.

**Table 3.**  
**Family Status**

<b>Family Status</b>	<b>n</b>	<b>%</b>
Single	238	12.5
Married	1387	72.7
In a committed relationship	72	3.8
Separated, divorced, widowed	158	8.3
Other	7	0.4

Note: Percentages do not sum to 100 due to missing respondents

The largest number of the respondents reported that they grew up on a farm or ranch (39%); fewer respondents grew up in a small town (17%) or in a rural (non-farm) area (16%). Twelve percent grew up in a suburban area; eight percent grew up in an urban area and nearly 2% grew up outside the United States.

## Climate Assessment Findings<sup>17</sup>

The following section reviews the major findings of this study. The review explores the collective climate within CAS Extension organizations through an examination of respondents' personal experiences, their general perceptions of the climate for diversity, and their perceptions of organizational actions regarding climate including administrative policies and academic initiatives. Each of these issues is examined in relation to the identity and position of the respondents.

### Personal Experiences

Part One of the instrument queried respondents about their organizational experiences with diversity. Within the past year fourteen percent of respondents had personally experienced offensive, hostile, or intimidating conduct in their Extension organization that interfered unreasonably with their ability to work, learn, or participate in the organization<sup>18</sup> (i.e., harassment). Respondents suggested these experiences were based most often on their gender (37%), age (37%), physical characteristics (17%), family status (15%), race (12%), and ethnicity (11%).

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<sup>17</sup> All tables are provided in Appendix A. Several pertinent tables and graphs are included in the body of the narrative to illustrate salient points.

<sup>18</sup> Under the United States Code Title 18 Subsection 1514(c)1, harassment is defined as "a course of conduct directed at a specific person that causes substantial emotional distress in such a person and serves no legitimate purpose" (<http://www.eeoc.gov/laws/vii.html>). In higher education institutions, legal issues discussions define harassment as any conduct that has unreasonably interferes with one's ability to work or learn on campus. The questions used in this survey to uncover participants' personal and observed experiences with harassment were designed using these definitions.

**Table 4.**

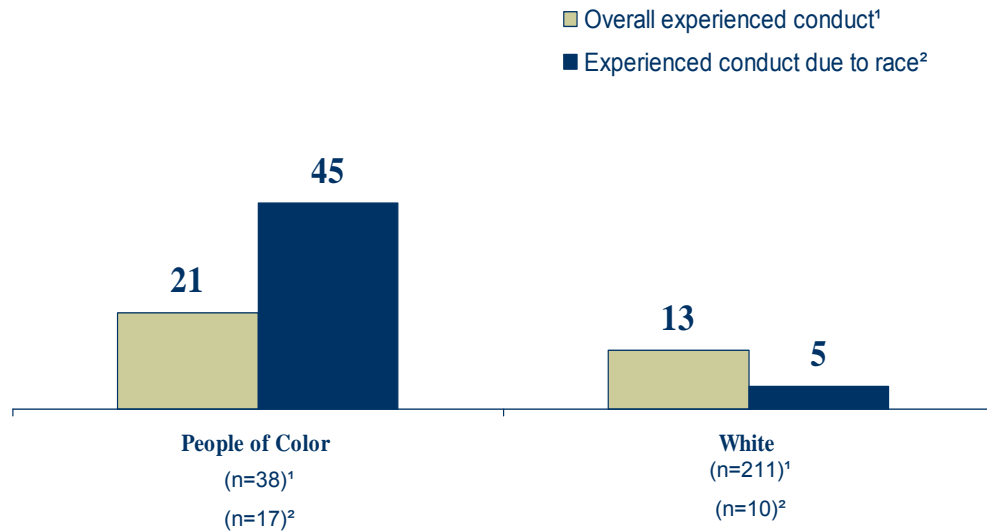
<b>Experienced Harassment Based on:</b>	<b>n</b>	<b>%</b>
Your age	97	36.5
Your gender	97	36.5
Your physical characteristics	45	16.9
Your family status	41	15.4
Your race	32	12.0
Your ethnicity	28	10.5
Your religion	25	9.4
Your socioeconomic class	24	9.0
Your non-farm background	18	6.8
Your farm background	17	6.4
Your physical disability	16	6.0
Your country of origin	11	4.1
Your sexual orientation	9	3.4
Your mental disability	7	2.6
Your gender identity	3	1.1
Your veteran status	2	0.8
<b>Other</b>	<b>100</b>	<b>37.6</b>

Note: This table includes only respondents reporting experiences of harassment (n=266). Percentages do not sum to 100 due to multiple responses.

The following figures depict the responses by the demographic characteristics (e.g., race/ethnicity, gender, position) of individuals who responded “yes” to question 10, “Have you personally experienced any offensive, hostile, or intimidating conduct that has interfered unreasonably with your ability to work, learn, or participate in the organization?”

When reviewing these results in terms of race (Figure 10), a higher percentage of Respondents of Color (21%) experienced this conduct than did White respondents (13%). Forty-five percent of the Respondents of Color who experienced harassment – compared with five percent of the White respondents who experienced harassment – indicated that the conduct was based on race.

**Figure 10**  
**Personal Experiences of Offensive, Hostile, or Intimidating Conduct and the Percent of that Conduct Due to Race (by Race) (%)**

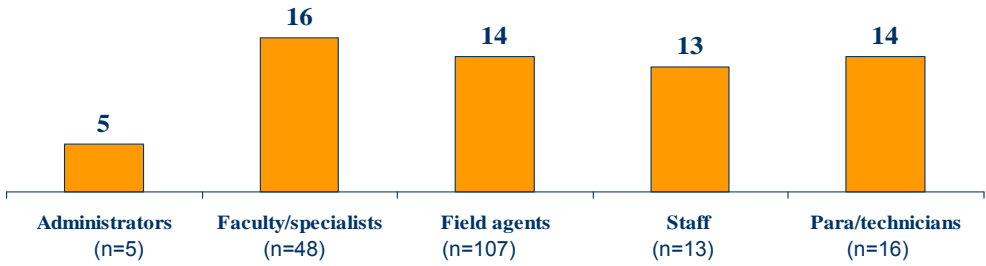


<sup>1</sup> Percentages are based on total n split by group.

<sup>2</sup> Percentages are based on n split by group for those who have personally experienced this conduct.

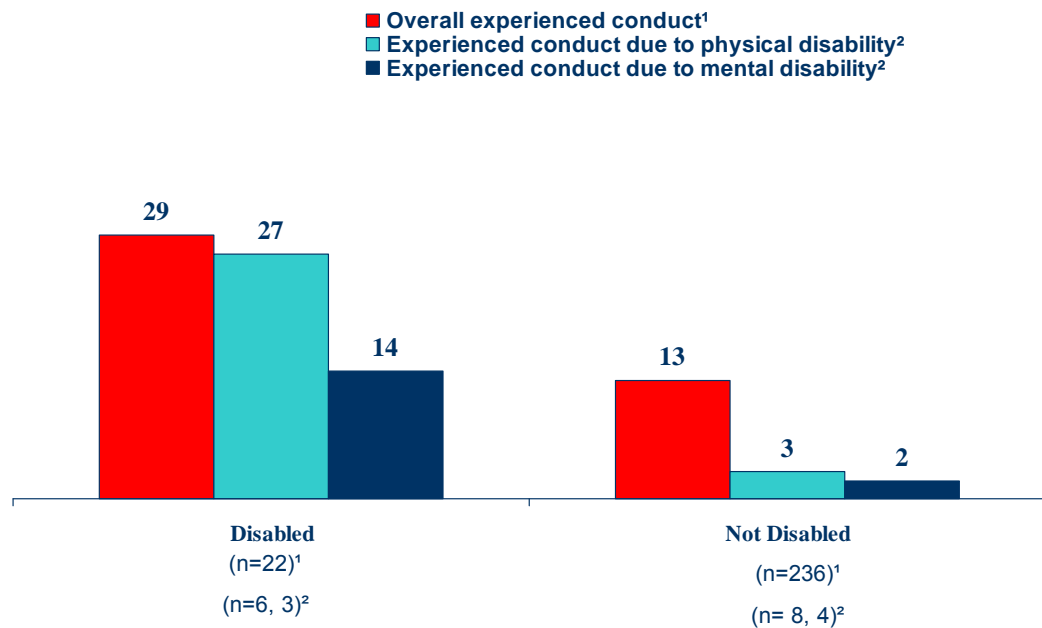
As demonstrated in Figure 11, a lower percentage of administrators reported having these experiences than did respondents in other employee groups.

**Figure 11**  
**Personal Experiences of Offensive, Hostile, or Intimidating Conduct by Position (%)**



Twenty-nine percent of individuals who reported having a disability that substantially affects a major life activity and 13 percent of people without a disability experienced offensive, hostile, or intimidating conduct within the past year (Figure 12).

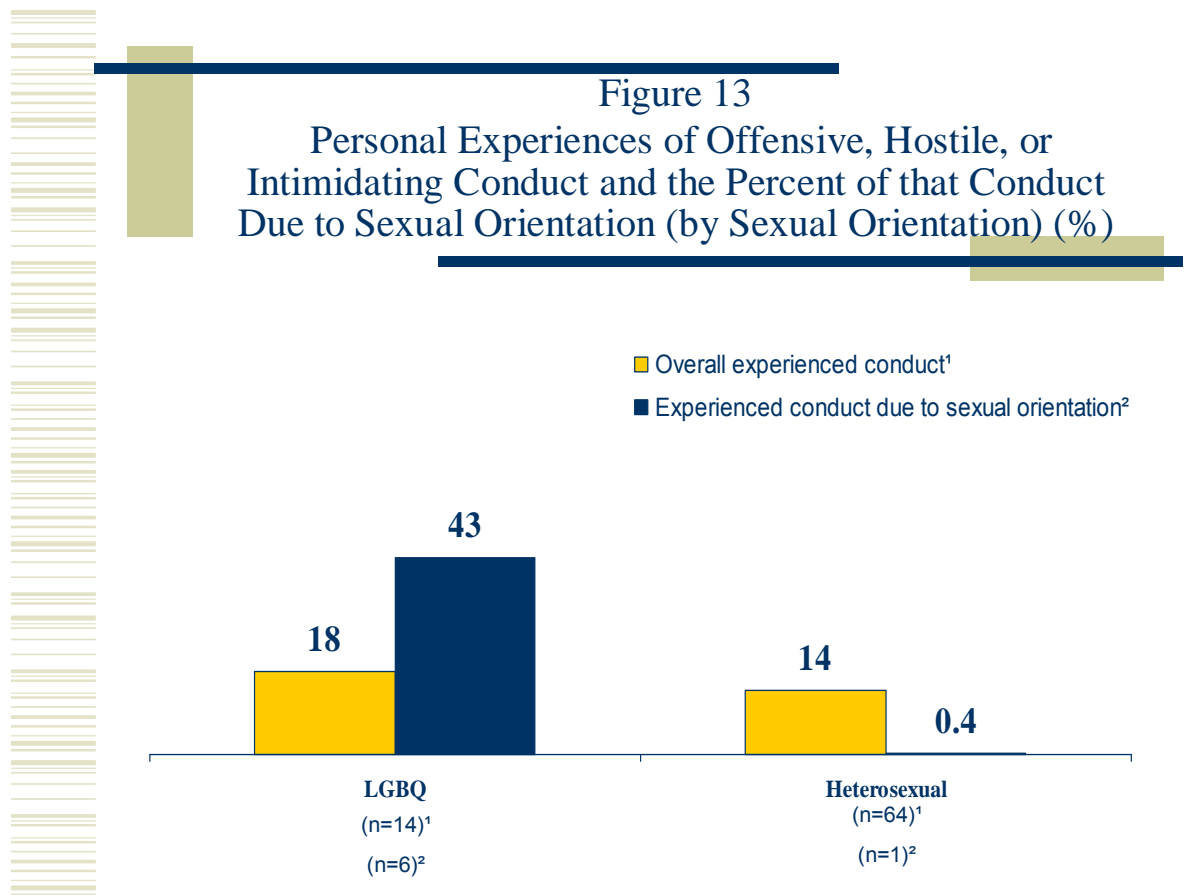
**Figure 12**  
**Personal Experiences of Offensive, Hostile, or Intimidating Conduct and the Percent of that Conduct Due to Disability (by Disability Status)**



<sup>1</sup> Percentages are based on total n split by group.

<sup>2</sup> Percentages are based on n split by group for those who have personally experienced this conduct.

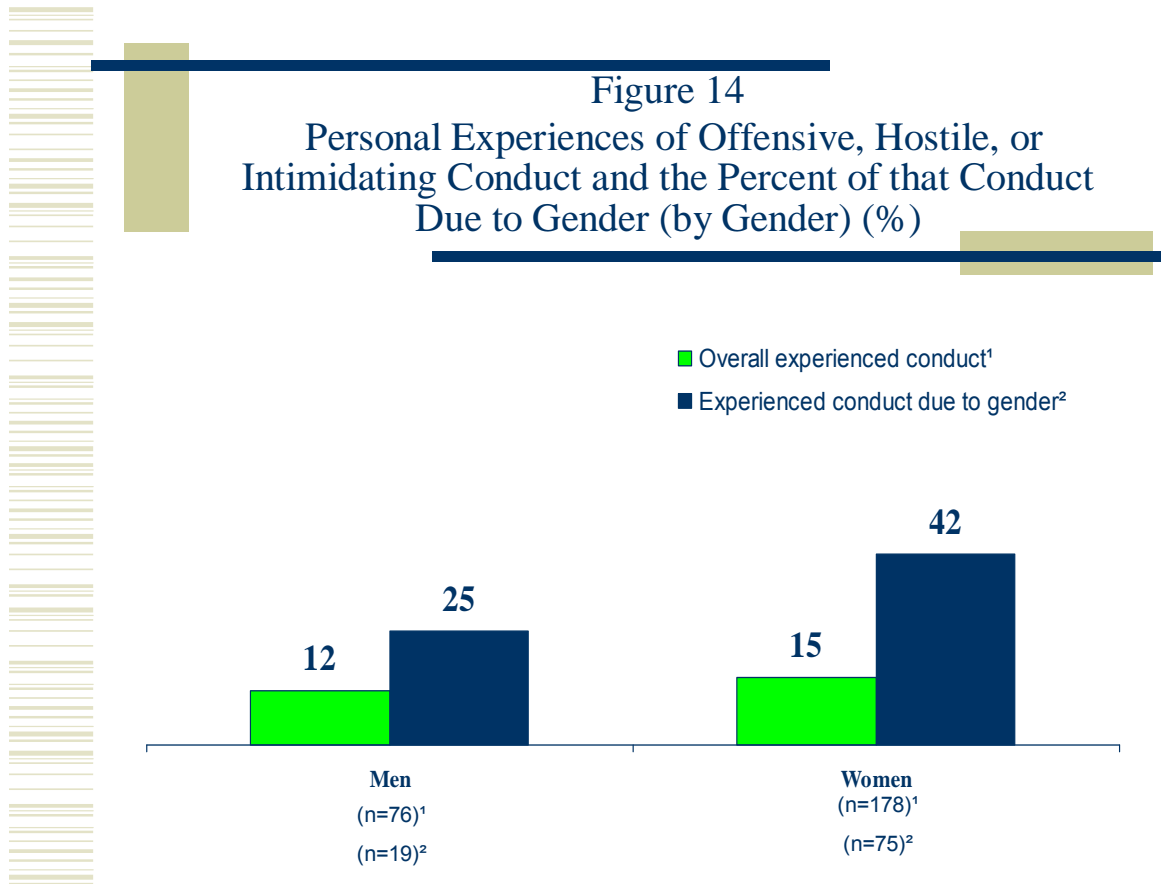
A higher percentage of sexual minorities (i.e., lesbian, gay, bisexual, and those questioning their sexual orientations, LGBTQ) experienced harassment than did heterosexual respondents (Figure 13). Of the 14 sexual minorities who experienced such conduct, 43 percent (n=6) said it was based on sexual orientation.



<sup>1</sup> Percentages are based on total n split by group.

<sup>2</sup> Percentages are based on n split by group for those who have personally experienced this conduct.

Figure 14 illustrates that women were slightly more likely than men to experience harassment within their organizations (15% vs. 12%). Of those who experienced such conduct, 42 percent of women and 25 percent of men said the harassment was based on gender.



<sup>1</sup> Percentages are based on total n split by group.

<sup>2</sup> Percentages are based on n split by group for those who have personally experienced this conduct.

Table 5 illustrates the manners in which individuals experienced this conduct. Fifty-two percent were deliberately ignored, 51 percent felt excluded, 50 percent were subjected to derogatory remarks, 16 percent received written comments, and 11 percent said others stared at them.



**Table 5.**  
**Form of Experienced Harassment**

<b>Form of Experienced Harassment</b>	<b>n</b>	<b>%</b>
Deliberately ignored	138	51.9
Felt excluded	136	51.1
Derogatory remarks	134	50.4
Written comments	43	16.2
Stares	30	11.3
Unsolicited e-mails	23	8.6
Threats of physical violence	7	2.6
Anonymous phone calls	6	2.3
Target of physical violence	3	1.1
Target of graffiti	2	0.8
Other	91	34.2

Note: This table includes only respondents reporting experiences of harassment (n=266). Percentages do not sum to 100 due to multiple responses.

Forty-seven percent of the reported incidents took place in a local office, while 35 percent occurred in a campus office, and 15 percent were at an off-campus event (Table 6).

**Table 6.**  
**Location of Experienced Harassment**

<b>Location of Experienced Harassment</b>	<b>n</b>	<b>%</b>
Local office	126	47.4
Campus office	94	35.3
Off-campus event	39	14.7
On-campus event	37	13.9
Non-organizational event	18	6.8
Other	34	12.8

Note: This table includes only respondents reporting experiences of harassment (n=266). Percentages do not sum to 100 due to multiple responses.

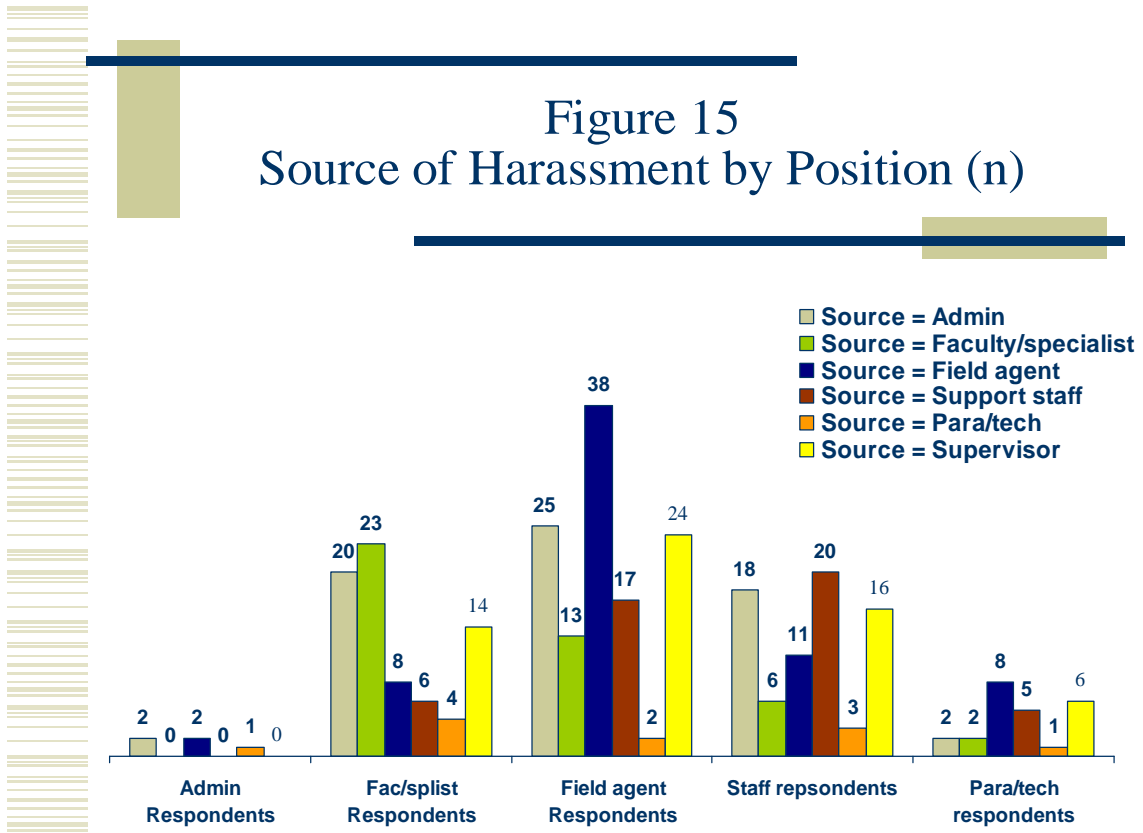
Thirty percent of the respondents identified administrators as the sources of the conduct. Twenty-nine percent identified field faculty/agents and 27 percent identified supervisors as the source (Table 7).

**Table 7.**

<b>Source of Experienced Harassment</b>	<b>n</b>	<b>%</b>
Administrator	80	30.1
Field faculty/agent/educator	76	28.6
Supervisor	72	27.1
Support staff	53	19.9
Specialist/campus faculty	52	19.5
Volunteer	36	13.5
Customer	23	8.6
Partner/collaborator	21	7.9
Technician/paraprofessional	14	5.3
Other	34	12.8

Note: This table includes only respondents reporting experiences of harassment (n=266). Percentages do not sum to 100 due to multiple responses.

Figure 15 reviews the source of harassment by position.



In response to this conduct, 49 percent considered changing their jobs (Table 8). Forty-four percent avoided the harasser; 41 percent felt embarrassed, and 40 percent told a friend. Only thirty-two percent made a complaint to an appropriate official.

**Table 8.**

<b>Reactions to Experienced Harassment</b>	<b>n</b>	<b>%</b>
Considered changing my job	124	48.6
Avoided the person who harassed me	116	43.6
Felt embarrassed	108	40.6
Told a friend	106	39.8
Ignored it	91	34.2
Made a complaint to an appropriate official	86	32.3
Confronted the harasser at the time	49	18.4
Confronted the harasser later	40	15.0
Left the situation immediately	32	12.0
Other	41	15.4

Note: This table includes only respondents reporting experiences of harassment (n=266). Percentages do not sum to 100 due to multiple responses.

Questions 3 through 7 on the instrument asked, “Within the past year, have you heard [employee] make insensitive or disparaging remarks about people based on their [characteristic]?” Table 9 depicts the number and percent of respondents who *never* heard the various employees make disparaging remarks. Of note, respondents were most likely to have heard field faculty/agents make disparaging or insensitive remarks about inability to speak English, women, age, and ethnic background, support staff make remarks about inability to speak English, and administrators make remarks about age (Table 9).

**Table 9.**  
**Respondents Who *Never* Heard Employees Make Disparaging Remarks Based on Certain Characteristics**

Characteristic	Employees									
	Administrator		Field faculty/ agent		Campus faculty/ specialist		Support staff		Paraprofessional/ technician	
	n	%	n	%	n	%	n	%	n	%
Age	1474	77.3	1405	73.7	1651	86.6	1528	80.1	1641	86.1
Disability status	1782	93.4	1687	88.5	1777	93.2	1734	90.9	1740	91.2
Ethnic background	1663	87.2	1457	76.4	1680	88.1	1554	81.5	1614	84.6
Family status	1622	85.1	1543	80.9	1716	90.0	1623	85.1	1691	88.7
Gender (men)	1670	87.6	1531	80.3	1701	89.2	1582	83.0	1676	87.9
Gender (women)	1583	83.0	1426	74.8	1632	85.6	1618	84.8	1656	86.8
Gender identity	1730	90.7	1592	83.5	1734	90.9	1708	89.6	1711	89.7
Inability to speak English	1558	81.7	1319	69.2	1624	85.2	1458	76.5	1550	81.3
Physical characteristics	1676	87.9	1522	79.8	1699	89.1	1654	86.7	1665	87.3
Racial background	1705	89.4	1546	81.1	1712	89.8	1627	85.3	1665	87.3
Religious background	1701	89.2	1574	82.5	1730	90.7	1666	87.4	1706	89.5
Sexual orientation	1684	88.3	1476	77.4	1697	89.0	1584	83.1	1668	87.5
Socio-economic class	1695	88.9	1583	83.0	1733	90.9	1660	87.0	1686	88.4
Veteran status	1849	97.0	1792	94.0	1809	94.9	1820	95.4	1805	94.7

Note: Percentages do not sum to 100 due to missing respondents

Conversely, 16 percent heard an employee *challenge* insensitive or disparaging remarks made regarding age, ethnic background, women, and inability to speak English. Smaller percentages of respondents witnessed colleagues challenge remarks based on racial background (12%), family status (12%), sexual orientation (11%), men (11%), physical characteristics (11%), religion (10%), socioeconomic status (10%), disability (8%), gender identity (7%), and veteran status (3%).

Table 10 illustrates the degree to which respondents thought that various groups had exhibited sensitivity toward diverse audiences in the last year. More than half of the respondents thought their communities, advisory groups, extension volunteers, representatives of local government, and user groups/clientele had shown sensitivity to diverse audiences in the past year.

**Table 10.**

<b>Groups Who Have Exhibited Sensitivity to Diverse Audiences:</b>	<b>Strongly agree</b>		<b>Agree</b>		<b>Do not agree or disagree</b>		<b>Disagree</b>		<b>Strongly disagree</b>	
	<b>n</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>	<b>%</b>
Your community	325	17.0	772	40.5	540	28.3	164	8.6	48	2.5
Advisory group	361	18.9	708	37.1	571	29.9	105	5.5	59	3.1
Extension volunteers	325	17.0	710	37.2	584	30.6	124	6.5	56	2.9
Representatives of local government	282	14.8	729	38.2	615	32.2	124	6.5	61	3.2
User groups/ clientele	262	13.7	743	39.0	636	33.4	123	6.4	46	2.4

Note: Percentages do not sum to 100 due to missing respondents

## **Summary**

As noted earlier, 14 percent of respondents across the organizations reported personally experiencing at least subtle forms of conduct that had interfered with their ability to work, learn, or participate in their organization. Given similar investigations, finding that members of historically underrepresented groups were more likely to have experienced various forms of harassment and discrimination than those in the “majority” was not surprising.

National statistics suggest that more than 80 percent of all respondents who had experienced harassment, regardless of minority group status, were subjected to derogatory remarks. In contrast, respondents in this study suggested that they experienced covert forms of harassment (e.g., feeling ignored and feeling excluded) as well as overt forms of harassment (e.g., derogatory comments and stares).



## Perceptions of Organizational Climate

Organizational climate is not only a function of what one has personally experienced, but it is also influenced by perceptions of how other members of the organizations are treated. Tables 11 and 12 illustrate that 78 percent of the survey respondents were “comfortable” or “very comfortable” with the climate for diversity in their organization, and 82 percent were “comfortable” or “very comfortable” with the climate for diversity within their work units. A greater percentage of respondents were “very comfortable” in their work units than in each organization as a whole.

**Table 11.**  
**Comfort with Climate in Organization**

	<b>n</b>	<b>%</b>
Very comfortable	513	26.9
Comfortable	965	50.6
Not comfortable or uncomfortable	258	13.5
Uncomfortable	137	7.2
Very uncomfortable	21	1.1
Not applicable	5	0.3

**Table 12.**  
**Comfort with Climate in Work Unit**

	<b>n</b>	<b>%</b>
Very comfortable	667	35.0
Comfortable	892	46.8
Not comfortable or uncomfortable	207	10.9
Uncomfortable	94	4.9
Very uncomfortable	32	1.7
Not applicable	7	0.4

When comparing the data by the demographic categories of “People of Color” and “Caucasian/White,” however, People of Color were less likely overall than White respondents to be comfortable with the climate for diversity (Figures 16 - 17).

Figure 16  
Comfort with Climate in Organization by Race (%)

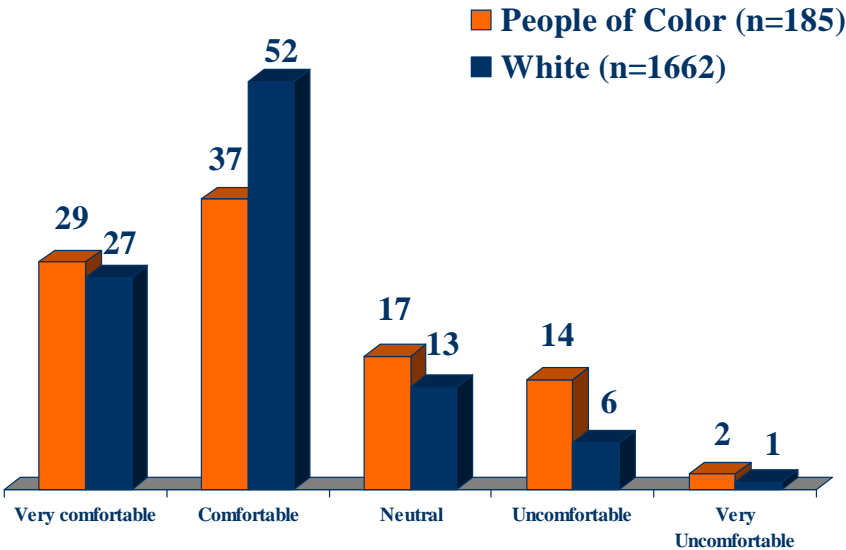
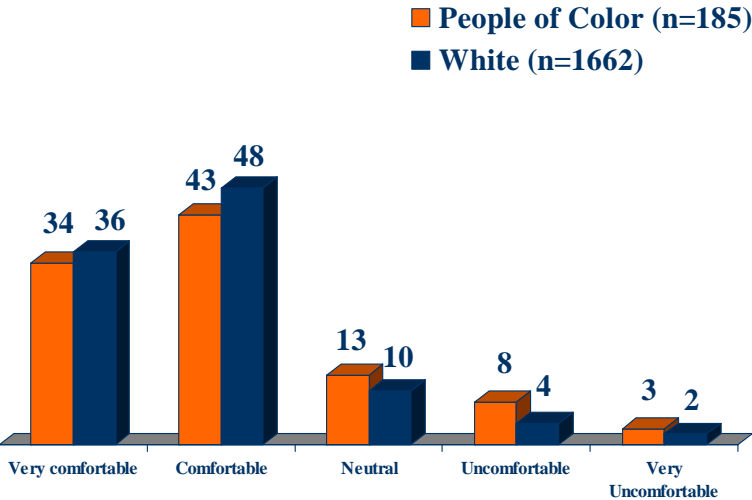


Figure 17  
Comfort with Climate in Work Unit by Race (%)



Women were about as comfortable as men with the climate in their organization (Figure 18) and in their work units (Figure 19). Men, however, were slightly more likely to be “very comfortable” with the climate than were women.

Figure 18  
Comfort with Climate in Organization by Gender (%)

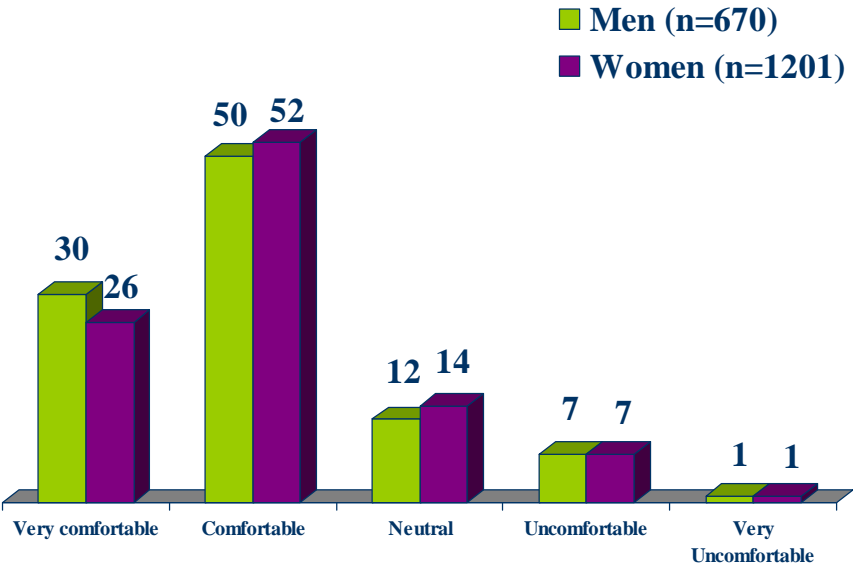
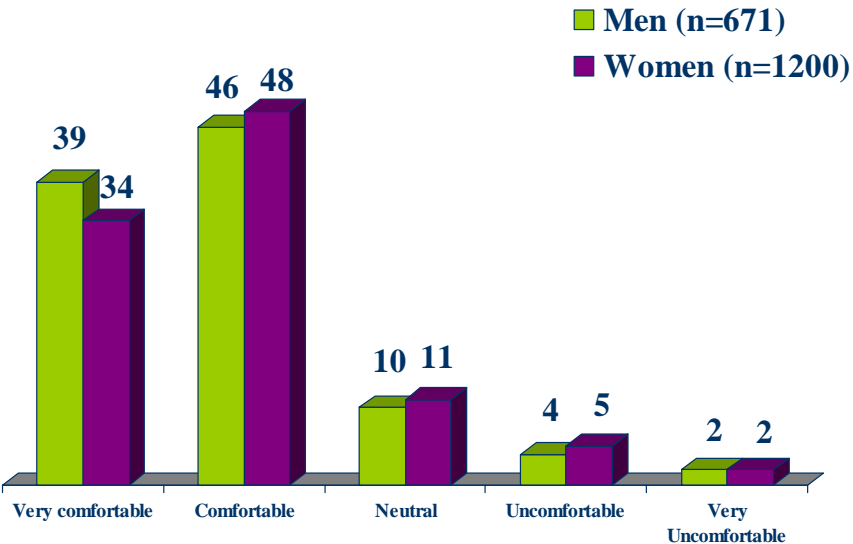


Figure 19  
Comfort with Climate in Unit by Gender (%)



Heterosexual respondents were slightly more comfortable with the climate for diversity in the overall organization and within their work units than were sexual minority respondents (Figures 20 & 21).

Figure 20  
Comfort with Climate in Organization  
by Sexual Orientation (%)

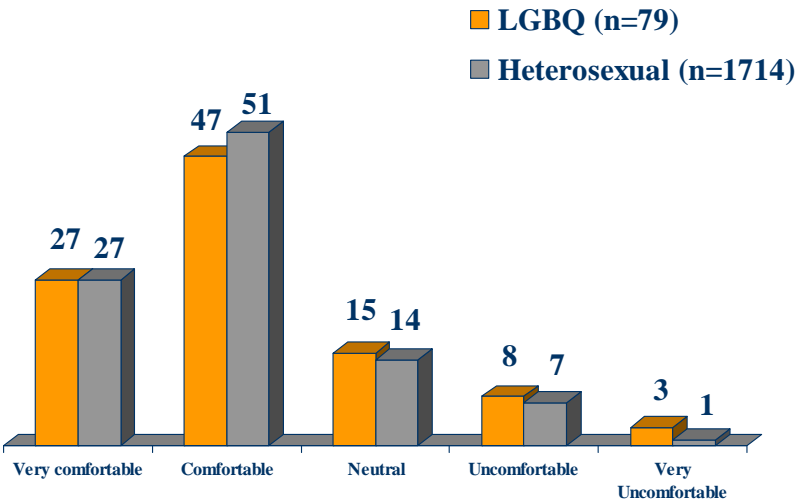
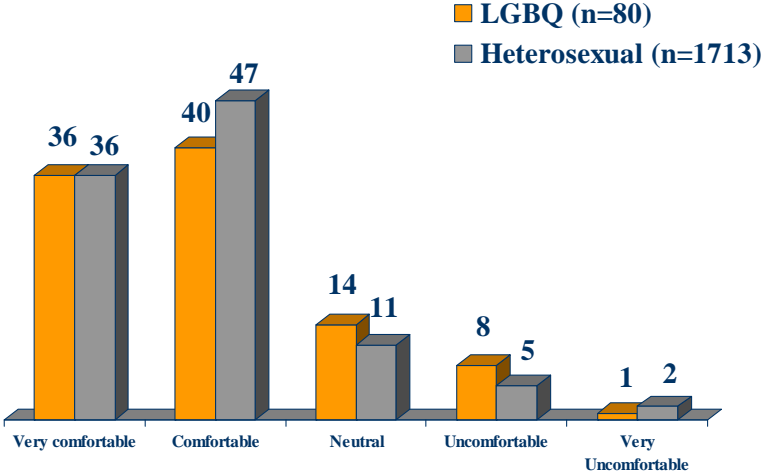


Figure 21  
Comfort with Climate in Unit  
by Sexual Orientation (%)



In comparing Figures 22 and 23, the reader will note that all employees were much more comfortable with the climate for diversity in their work units than in the overall organization.

Figure 22  
 Comfort with Climate in Organization  
 by Position (%)

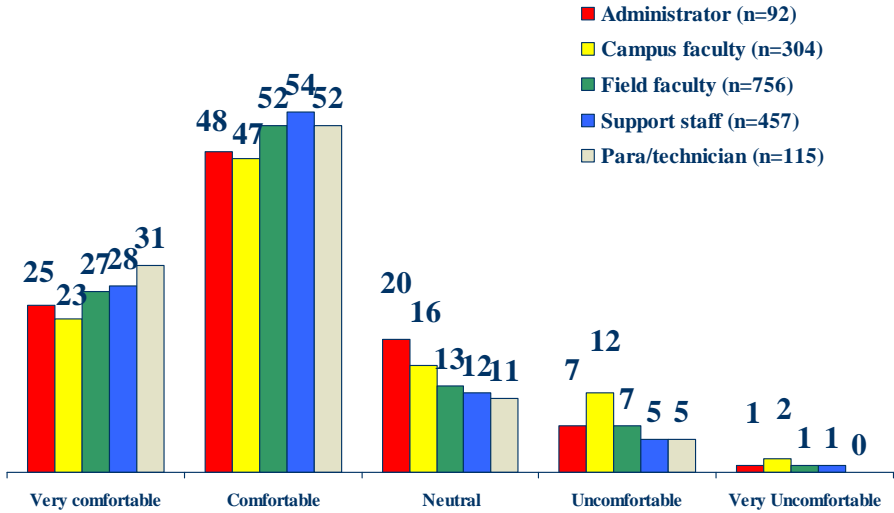
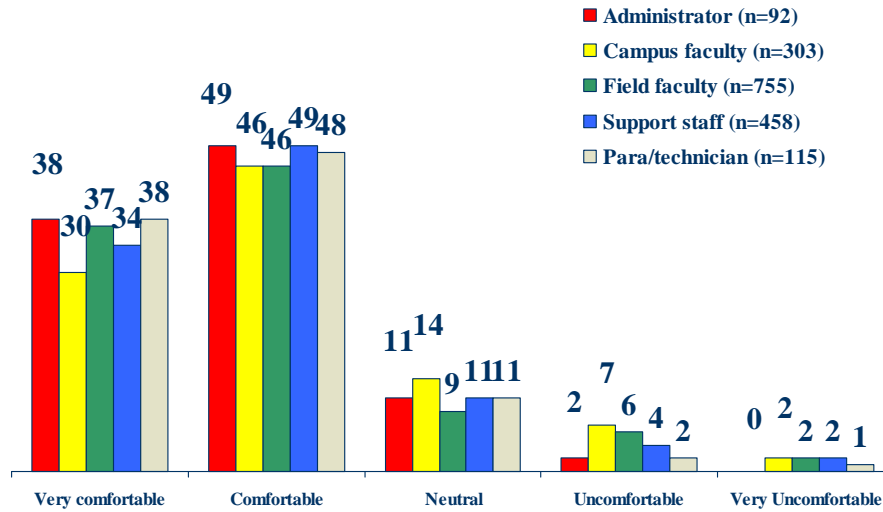




Figure 23  
 Comfort with Climate in Work Unit  
 by Position (%)



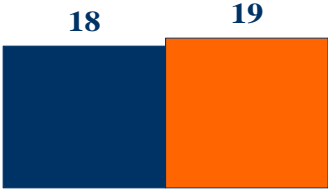
### Respondents' Observations

Respondents' observations of others being harassed also contributed to their perceptions of organizational climate. Eighteen percent of the participants (n=348) observed conduct directed toward a person or group in their organization that created an offensive, hostile, or intimidating working or learning environment.

Figures 24-26 sort responses by demographic categories (i.e., race, gender, position) to question 17, "Have you observed any harassment (offensive, hostile, or intimidating conduct) directed toward a person or group of people in your organization?" The results by race show that similar percentages of White respondents and People of Color observed offensive, hostile, or intimidating conduct (Figure 24).

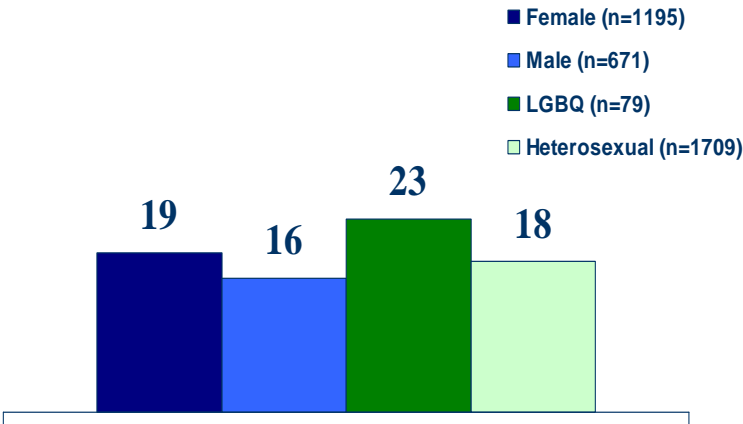
Figure 24  
Observed Offensive, Hostile, or Intimidating  
Conduct by Race/Ethnicity (%)

■ White People (n=1657)  
■ People of Color (n=184)



In terms of gender, a higher percentage of women than men observed offensive, hostile, or intimidating conduct (Figure 25). Additionally, 18 percent of heterosexual respondents and 23 percent of LGBTQ respondents witnessed harassment.

**Figure 25**  
**Observed Offensive, Hostile, or Intimidating**  
**Conduct by Gender & Sexual Orientation (%)**



The results also indicate that a higher percentage of administrators observed offensive, hostile, or intimidating conduct than did other types of employees (Figure 26).

**Figure 26**  
**Observed Hostile, Offensive, or Intimidating**  
**Conduct by Position (%)**

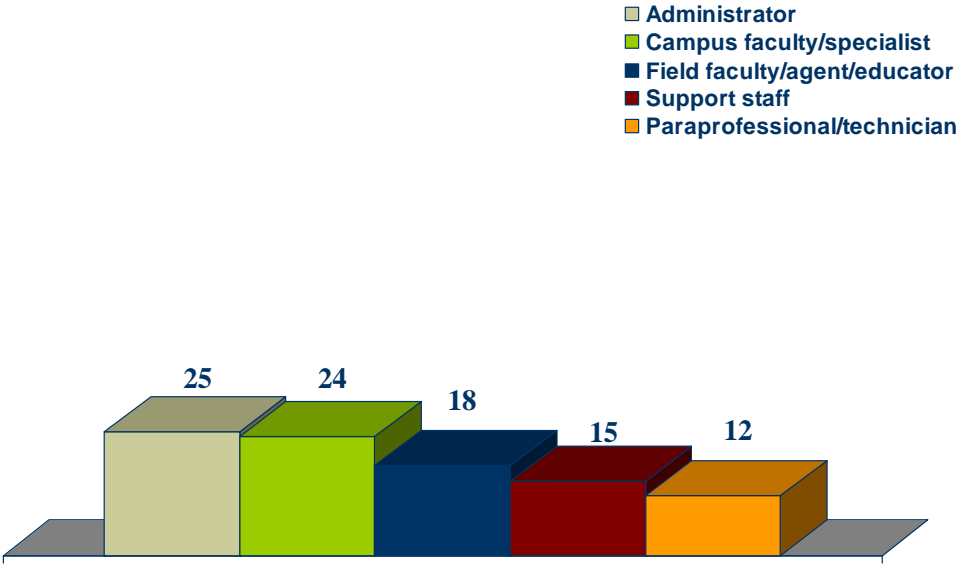


Table 13 indicates that the observed harassment was most often based on gender (32%), age (20%), ethnicity (18%), physical characteristics (15%), and race (15%).

**Table 13.**  
**Observed Harassment Based on:**

	<b>n</b>	<b>%</b>
Gender	112	32.2
Age	69	19.8
Ethnicity	62	17.8
Physical characteristics	51	14.7
Race	51	14.7
Family status	44	12.6
Socioeconomic class	33	9.5
Religion	27	7.8
Country of origin	26	7.5
Farm background	21	6.0
Sexual orientation	19	5.5
Non-farm background	16	4.6
Mental disability	14	4.0
Physical disability	14	4.0
Gender identity	9	2.6
Veteran status	1	0.3
Other	117	33.6

Note: This table includes only respondents who observed harassment (n=348). Percentages do not sum to 100 due to multiple responses.

Table 14 illustrates that respondents most often observed this conduct in the form of derogatory remarks (68%), someone being ignored (36%) or excluded from activities (31%). They most often observed harassment in local offices (41%), in campus offices (31%), and at off-campus events (17%).

**Table 14.**  
**Form of Observed Harassment**

<b>Form of Observed Harassment</b>	<b>n</b>	<b>%</b>
Derogatory remarks	235	67.5
Deliberately ignored	124	35.6
Excluded from activities	107	30.7
Read publications on campus	58	16.7
Written comments	58	16.7
Stares	34	9.8
Unsolicited e-mails	33	9.5
Target of graffiti	4	1.1
Threats of physical violence	4	1.1
Target of physical violence	3	0.9
Other	80	23.0

Note: This table includes only respondents who observed harassment (n=348). Percentages do not sum to 100 due to multiple responses.

Table 15 reports participants' responses to this behavior. Respondents most often reported feeling embarrassed when encountering this behavior (37%). Twenty-five percent told a friend; 22 ignored it, and 22 percent avoided the harasser. Twenty-two percent made a complaint to an appropriate official.

**Table 15.**

<b>Reactions to Observed Harassment</b>	<b>n</b>	<b>%</b>
Felt embarrassed	128	36.8
Told a friend	86	24.7
Ignored it	77	22.1
Made a complaint to an appropriate official	77	22.1
Avoided the harasser	76	21.8
Considered changing my job	65	18.7
Confronted the harasser later	45	12.9
Left the situation immediately	44	12.6
Confronted the harasser at the time	39	11.2
Other	68	19.5

Note: This table includes only respondents who observed harassment (n=348). Percentages do not sum to 100 due to multiple responses.

Respondents most often observed field faculty/agents (32%) harassing others. Other employee groups frequently identified as harassers were support staff (26%), administrators (20%), specialists/campus faculty (18%), and supervisors (18%) as the sources.

Regarding observations of discriminatory employment practices, 16 percent of respondents (n= 302) reported observing discriminatory hiring at their organization (Table 16). Of those, 30 percent<sup>19</sup> believed that the discrimination was base on gender, 23 percent on race, and 21 percent on age. Of the four percent who observed discriminatory firing (n=66), 27 percent said the discrimination was based on race, and 23 percent based on age or gender. Of the 14 percent who witnessed discriminatory promotion (n=275), 35 percent reported the actions were based on gender, 21 percent based on employment category, and 18 percent based on age.

<sup>19</sup> The reported numbers of respondents witnessing discriminatory employment practices represents an unduplicated total.

**Table 16. Number of Respondents Observing Discriminatory Practices**

<b>Based on:</b>	<b>Employment Practices</b>		
	<b>Discriminatory Hiring n=302</b>	<b>Discriminatory Firing n=66</b>	<b>Discriminatory Promotion n=275</b>
Gender	29.8	22.7	35.3
Race	22.8	27.3	13.5
Age	20.5	22.7	17.5
Ethnicity	19.5	21.2	11.3
Employment category	14.6	12.1	21.1
Family status	12.6	7.6	8.0
Country of origin	7.9	3.0	3.3
Physical characteristics	6.0	6.1	5.1
Socioeconomic class	6.0	4.5	6.9
Sexual orientation	2.6	6.1	1.5
Physical disability	1.3	7.6	1.5
Gender identity	1.0	0.0	1.5
Religion	1.0	0.0	2.2
Veteran status	1.0	0.0	0.0
Mental disability	0.7	6.1	0.4

Note: The reported numbers of respondents witnessing discriminatory employment practices represent an unduplicated total.

Thirteen percent of respondents knew someone who left their organization due to discriminatory employment experiences.



## Summary

Organizational climate for diversity is not only a function of one's personal experiences; it is influenced by perceptions of how the organizations treat all of their members. The majority of respondents indicated that they were "comfortable" or "very comfortable" with the climate for diversity at their extension organization and in their work units. Respondents from underrepresented groups were less likely to feel comfortable than majority respondents. While some respondents *experienced* conduct that has interfered with their ability to work, learn, or participate in their organization (14% of respondents), slightly more people (18% of respondents) *witnessed* conduct that they felt created an offensive, hostile, or intimidating working or learning environment. This difference may be a function of two or more people witnessing the same incident or one's comfort level in reporting the incident (respondents may feel more comfortable reporting *observed* incidents, rather than incidents *experienced*).

### **Attitudes Related to Difference**

Organizational climate is also impacted by how much, if any contact organizational member's have with people different than themselves. Table 17 indicates that half or more of all respondents had no contact with Africans, Anabaptists/Amish/Mennonites, Caribbean people, and Russians/Eastern Europeans. Ninety percent had "very frequent" contact with Whites/Caucasians.

**Table 17. Percent of Respondents Who Had Contact with People from Various Backgrounds**

<b>Backgrounds:</b>	<b>Amount of Contact</b>				
	<b>None</b>	<b>Slight</b>	<b>Some</b>	<b>Frequent</b>	<b>Very Frequent</b>
African Americans/Blacks	8.7	31.5	29.4	14.8	15.0
African/Caribbean	49.7	24.6	14.7	4.2	3.6
American Indians/ Alaskan Natives	45.9	33.5	13.4	2.8	1.8
Anabaptist/Amish/ Mennonite	50.1	25.0	14.3	5.1	3.0
Asians/Pacific Islanders	33.1	34.9	18.0	7.4	4.5
Caribbean	70.0	17.4	6.0	1.7	1.7
Caucasians/ Whites	0.8	0.4	0.7	6.5	90.4
Latinos/Hispanics/ Chicanos	10.5	26.0	32.1	17.7	11.6
Middle Eastern persons	10.5	26.0	32.1	17.7	11.6
Non-native English speakers	29.9	30.1	18.0	9.4	9.4
Openly gay, lesbian, bisexual or transgender persons	35.7	37.1	15.6	4.4	4.8
Russian/Eastern European	58.8	24.6	9.0	2.7	1.8
Persons with physical disabilities	13.1	39.3	31.3	9.5	4.6
Persons with mental disabilities	28.9	38.1	21.0	6.5	2.6
Persons with different religious backgrounds	3.3	12.4	24.8	25.8	32.1
Persons who are veterans	10.0	21.9	33.0	20.3	12.5
Persons who don't fit the "perfect physique"	6.1	9.8	23.8	27.0	30.6
Persons of a different socioeconomic class	4.0	8.4	26.5	30.7	28.6

Note: Percentages do not sum to 100 due to missing respondents

## **Organizational Actions Related to Diversity Issues**

Another factor influencing organizational climate is how an organization responds to issues regarding underrepresented groups. Participants were asked to respond to several questions about organizational actions regarding diversity concerns within their organization. Thirty-one percent of respondents had recently participated in diversity training other than Civil Rights Training.

More than half of all respondents thought their extension organization had addressed issues related to age, ethnicity, gender, physical disability, race, and socioeconomic class. Fewer than half of the respondents believed that their extension organization had addressed six of the 12 issues listed in Table 18: gender identity, mental disability, non-native English speakers, religion, sexual orientation, and veteran status.

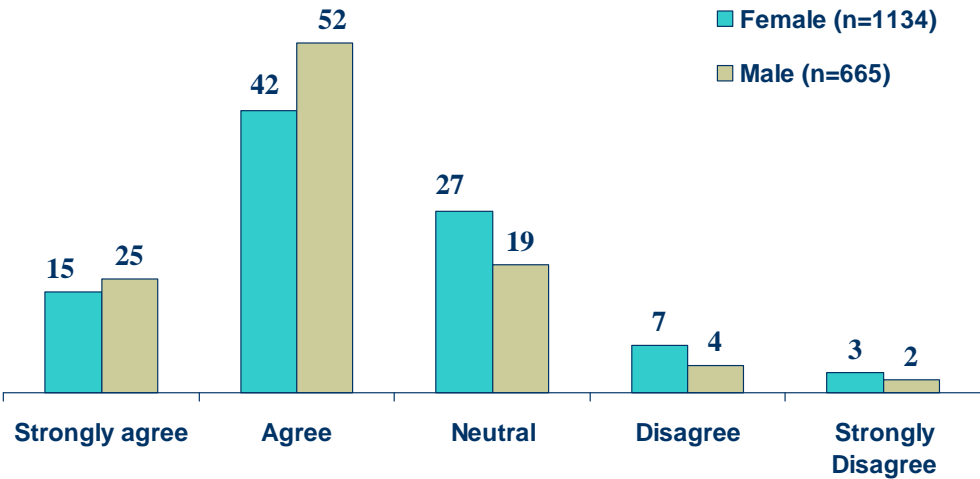
**Table 18. Organization Addresses Issues**

Issues Related to:	Strongly agree		Agree		Do not agree or disagree		Disagree		Strongly disagree	
	n	%	n	%	n	%	n	%	n	%
	Age	312	16.4	812	42.6	413	21.7	119	6.2	35
Ethnicity	295	15.5	853	44.7	395	20.7	122	6.4	38	2.0
Gender	279	14.6	828	43.4	433	22.7	110	5.8	47	2.5
Gender identity	152	8.0	436	22.9	664	34.8	184	9.6	81	4.2
Mental disability	143	7.5	513	26.9	644	33.8	176	9.2	69	3.6
Non-native English speakers	196	10.3	746	39.1	516	27.1	144	7.6	53	2.8
Physical disability	226	11.9	854	44.8	447	23.4	97	5.1	39	2.0
Race	297	15.6	821	43.1	419	22.0	107	5.6	49	2.6
Religion	181	9.5	579	30.4	632	33.1	154	8.1	80	4.2
Sexual Orientation	148	7.8	436	22.9	696	36.5	178	9.3	98	5.1
Socioeconomic class	291	15.3	719	37.7	471	24.7	113	5.9	48	2.5
Veterans	216	11.3	605	31.7	610	32.0	90	4.7	42	2.2

Note: Percentages do not sum to 100 due to missing respondents

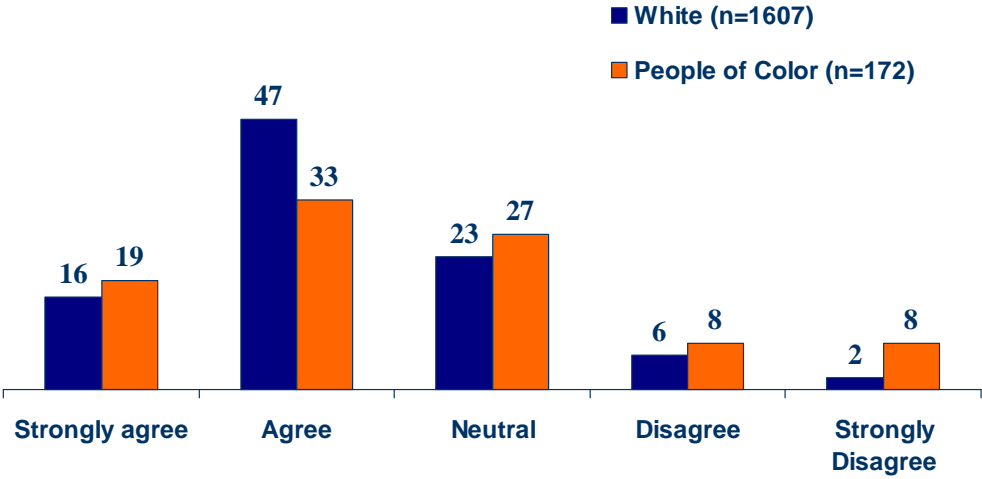
When examining this item in terms of gender, female respondents were less likely than male respondents to think that their organization proactively addressed gender issues (Figure 27).

Figure 27  
Organization Addresses Gender Issues  
by Gender (%)



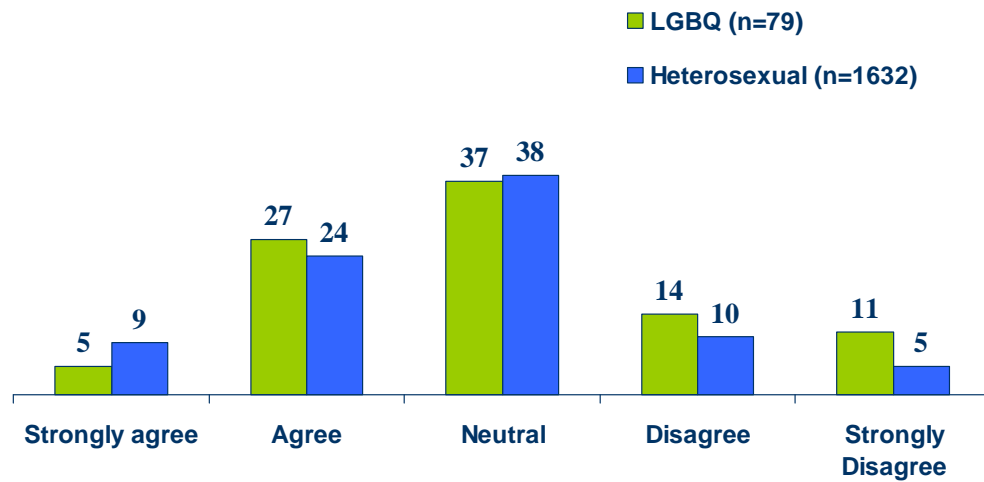
Likewise, Respondents of Color were less likely than White respondents to believe that their extension organization addressed issues of race (Figure 28).

Figure 28  
Organization Addresses Race Issues  
by Race (%)



Likewise, sexual minorities were slightly less apt to believe their organization addressed issues of sexual orientation than were straight respondents (Figure 29).

**Figure 29**  
**Organization Addresses Sexual Orientation Issues**  
**by Sexual Orientation (%)**



Respondents were also queried regarding their attitudes about their organizations. Table 19 reports the results for all respondents. Figures 30 to 43 break down the results by various demographic categories.



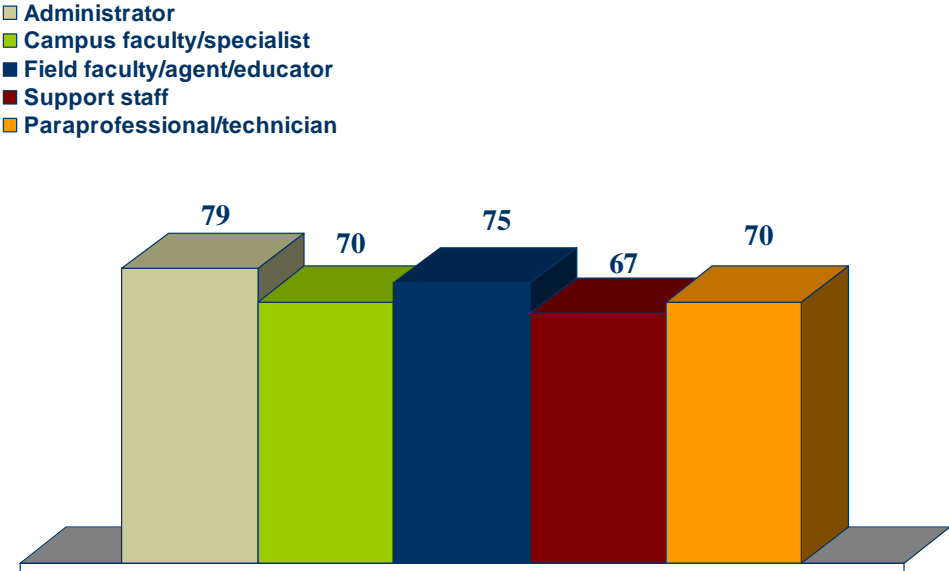
**Table 19. Attitudes About Your Organization**

Attitudes	Strongly agree		Agree		Do not agree or disagree		Disagree		Strongly disagree		Don't know	
	n	%	n	%	n	%	n	%	n	%	n	%
The organization has visible leadership from the administration who foster diversity in the workplace.	456	23.9	880	46.1	340	17.8	115	6.0	42	2.2	49	2.6
Management within your work unit demonstrates a commitment to diversity.	514	27.0	893	46.8	314	16.5	107	5.6	44	2.3	19	1.0
The workplace climate is welcoming for customers/learners from underrepresented groups.	546	28.6	940	49.3	240	12.6	106	5.6	23	1.2	21	1.1
The workplace climate is welcoming for employees from underrepresented groups.	493	25.9	889	46.6	305	16.0	122	6.4	35	1.8	33	1.7
Diversity among staff within the state organization and its customers/learners creates increased benefits for the organization.	521	27.3	880	46.1	336	17.6	53	2.8	9	0.5	76	4.0
As a result of the increased diversity of our clients across the state, I have made adjustments in my programming/teaching strategies.	251	13.2	744	39.0	608	31.9	99	5.2	11	0.6	134	7.0

Note: Percentages do not sum to 100 due to missing respondents

The majority of responding employees (70%) believed their administration had visible leadership to foster diversity, and administrators were most apt to agree (Figure 30).

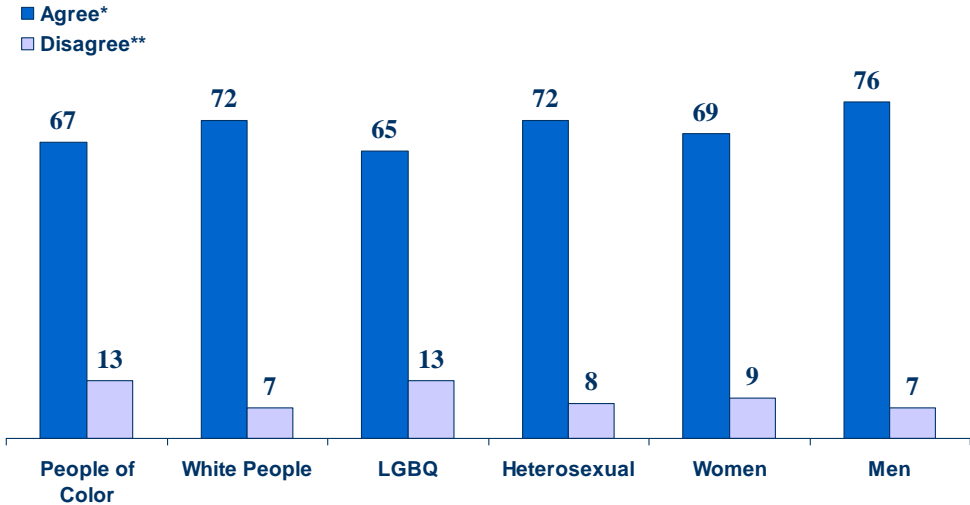
Figure 30  
Strongly Agree/Agree\* that Administration Visibly  
Fosters Diversity  
by Position (%)



\* Strongly agree and agree were collapsed into one category.

When asked if the administration visibly fostered diversity, differing results were reported by corresponding demographic groups. Sixty seven percent of Respondents of Color as compared to 72% of White respondents agreed that the administration visibly fostered diversity. Similarly, 65% of sexual minority respondents as compared to 72% of heterosexual respondents agreed that the administration visibly fostered diversity. Women (69%) less often than men (76%) agreed that the administration visibly fosters diversity (Figure 31).

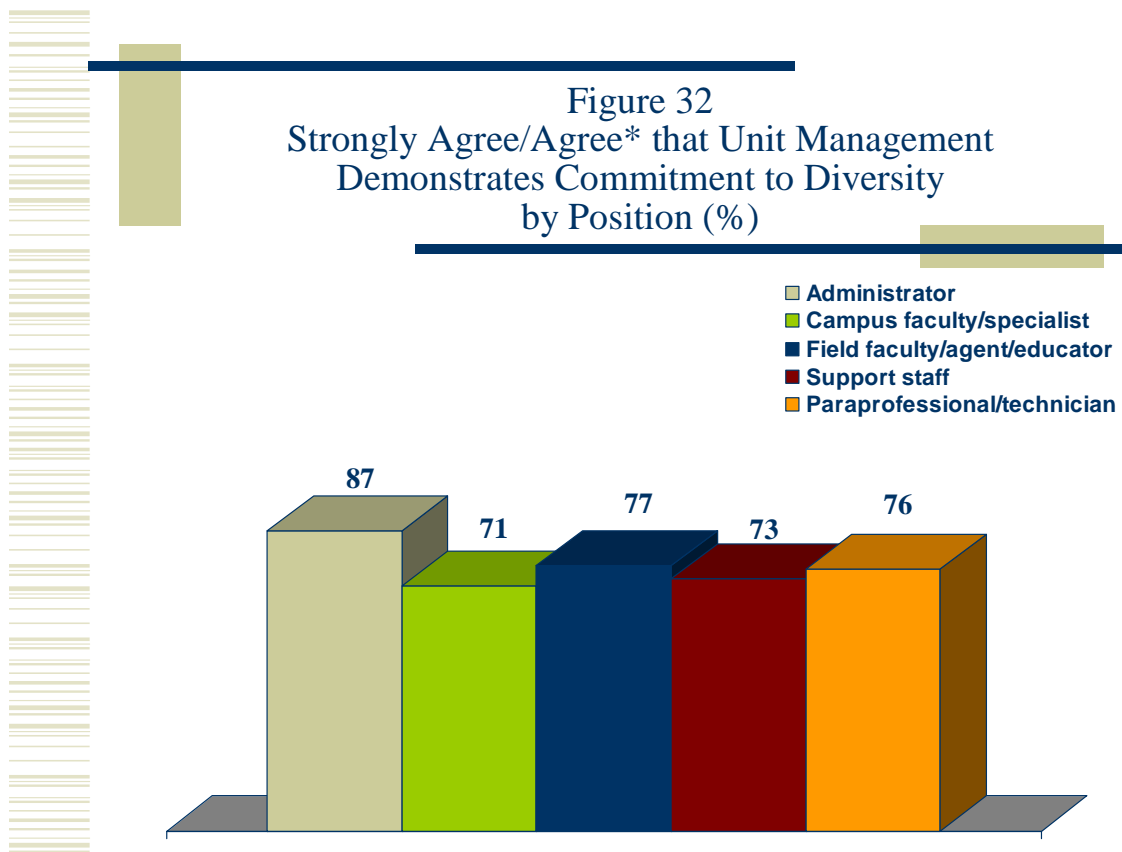
**Figure 31**  
**Administration Visibly Fosters Diversity (%)**



\* Agree and strongly agree collapsed into one category.

\*\* Disagree and strongly disagree collapsed into one category.

Seventy-four percent of all respondents believed their unit management demonstrates a commitment to diversity (Figure 32). Again, the responses differed by position, ranging from 71 percent of campus faculty who agreed to 87 percent of administrators who agreed.

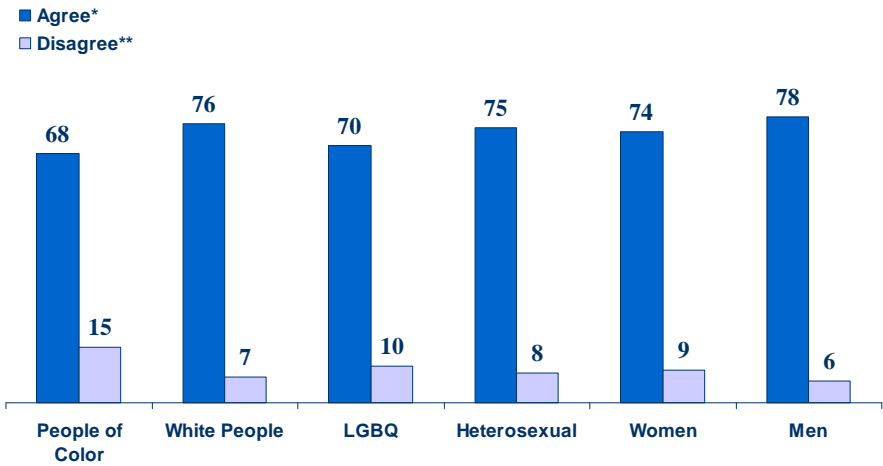


\* Strongly agree and agree were collapsed into one category.

When examining the data by race, 68 percent of Respondents of Color – versus 76 percent of White respondents – thought their unit management demonstrated a commitment to diversity (Figure 33). Similarly, 70 percent of sexual minorities – versus 75 percent of heterosexual respondents – believed their unit management demonstrated a

commitment to diversity. Seventy-four percent of women and 78 percent of men thought their unit management demonstrated a commitment to diversity.

**Figure 33**  
**Unit Management Demonstrates Commitment to Diversity (%)**

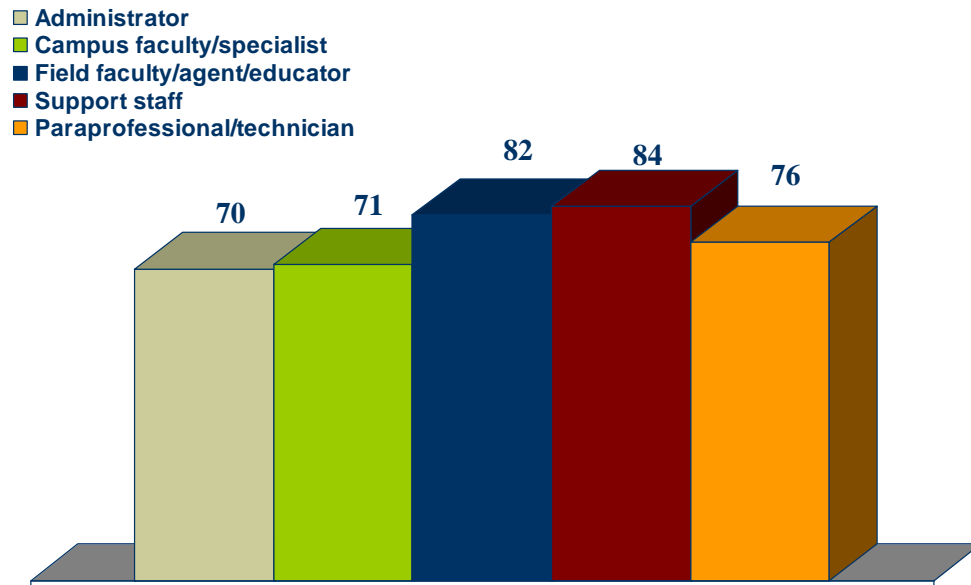


\* Agree and strongly agree collapsed into one category.

\*\* Disagree and strongly disagree collapsed into one category.

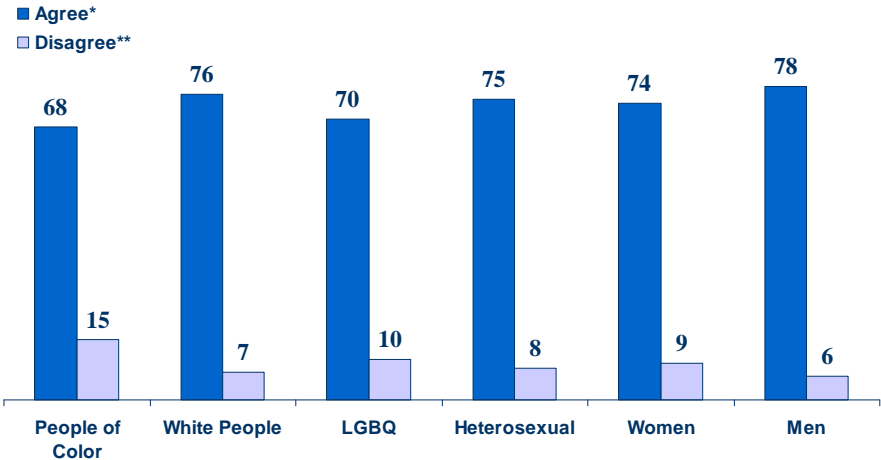
With regard to the climate for customers/learners from underrepresented groups, 78 percent of all respondents believed the climate was welcoming. Again, when examined by various employment categories the data reflects different perspectives (Figures 34-35).

Figure 34  
Strongly Agree/Agree\* that Workplace Climate is Welcoming for Clients from Underrepresented Groups by Position (%)



\* Strongly agree and agree were collapsed into one category.

**Figure 35**  
**Workplace Climate is Welcoming for Clients**  
**from Underrepresented Groups (%)**

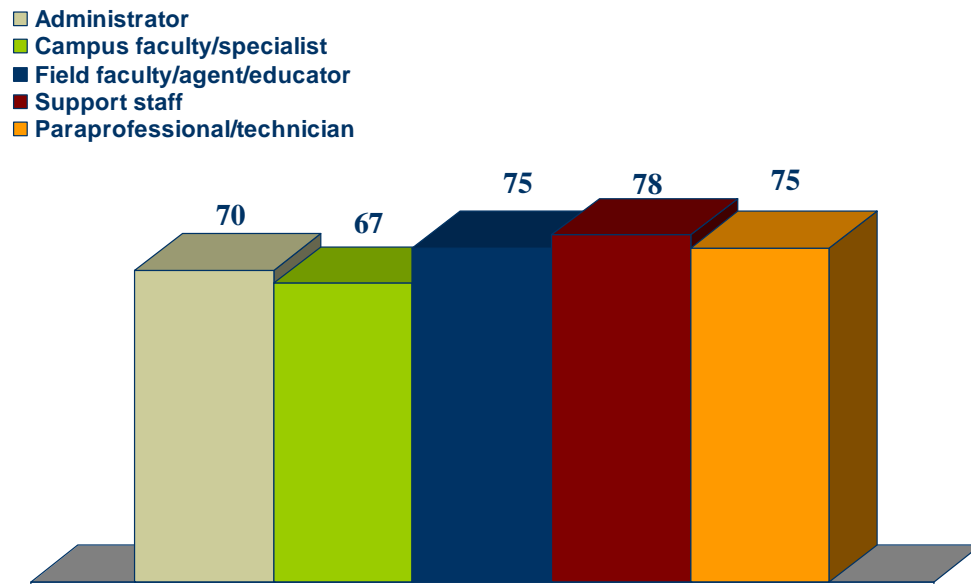


\* Agree and strongly agree collapsed into one category.

\*\* Disagree and strongly disagree collapsed into one category.

Seventy-three percent of all respondents thought the workplace climate was welcoming for employees from underrepresented groups. Lower percentages of administrators (70%) and campus faculty (67%), compared to other employee groups, believed the workplace climate was welcoming (Figure 36).

**Figure 36**  
**Strongly Agree/Agree\* that Workplace Climate is Welcoming for Employees from Underrepresented Groups by Position (%)**

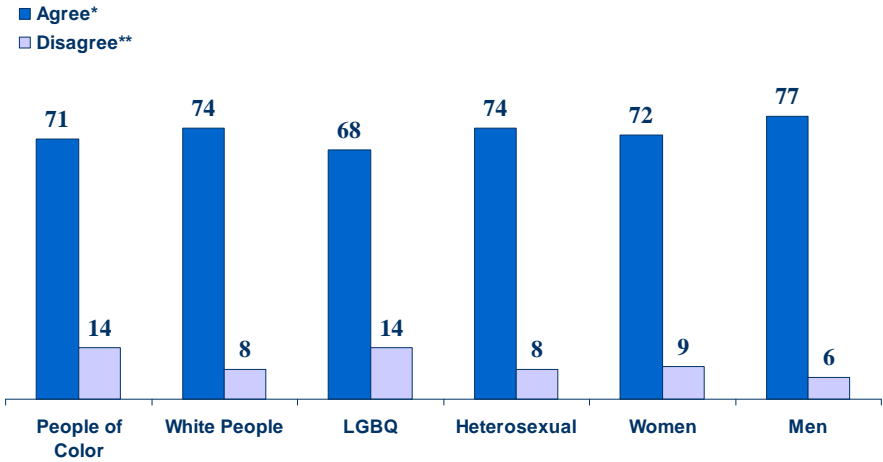


\* Strongly agree and agree were collapsed into one category.



In comparison with 73 percent of all respondents, 74 percent of White respondents and straight respondents and 77 percent of men, 71 percent of Respondents of Color, 68 percent of sexual minority respondents, and 72 percent of women indicated the workplace climate was welcoming for underrepresented employees (Figure 37).

**Figure 37**  
**Workplace Climate is Welcoming for Employees from Underrepresented Groups (%)**



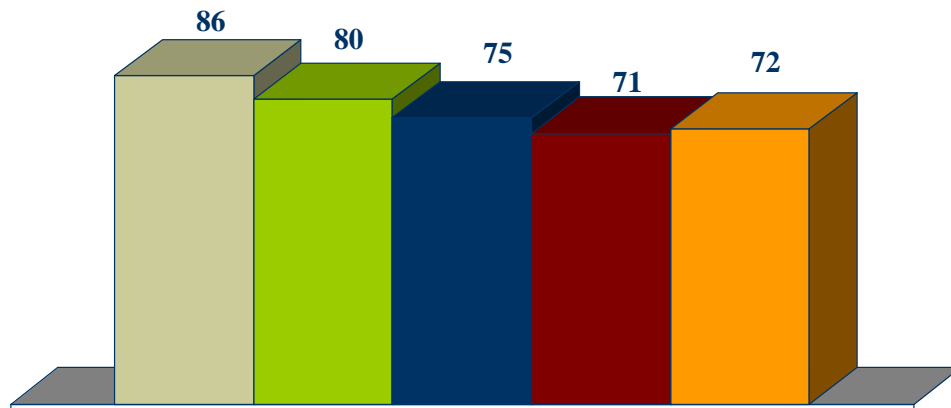
\* Agree and strongly agree collapsed into one category.

\*\* Disagree and strongly disagree collapsed into one category.

Seventy-three percent of all respondents believed that diversity among staff within the state organization and its clients creates increased benefits for their organization. Figures 38 and 39 reveal that, regardless of demographic characteristics, similar percentages of respondents agreed with the statement. The outliers included administrators (86 percent of whom agreed with the statement), campus faculty,(80 percent of whom agreed), and sexual minority respondents (81 percent of whom agreed).

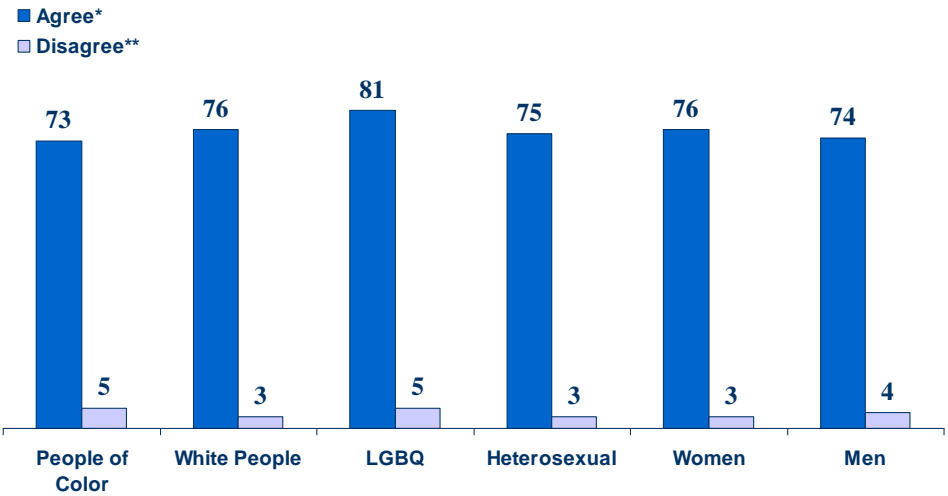
Figure 38  
Strongly Agree/Agree\* that Diversity Benefits the Organization by Position (%)

- Administrator
- Campus faculty/specialist
- Field faculty/agent/educator
- Support staff
- Paraprofessional/technician



\* Strongly agree and agree were collapsed into one category.

Figure 39  
Diversity Benefits the Organization (%)

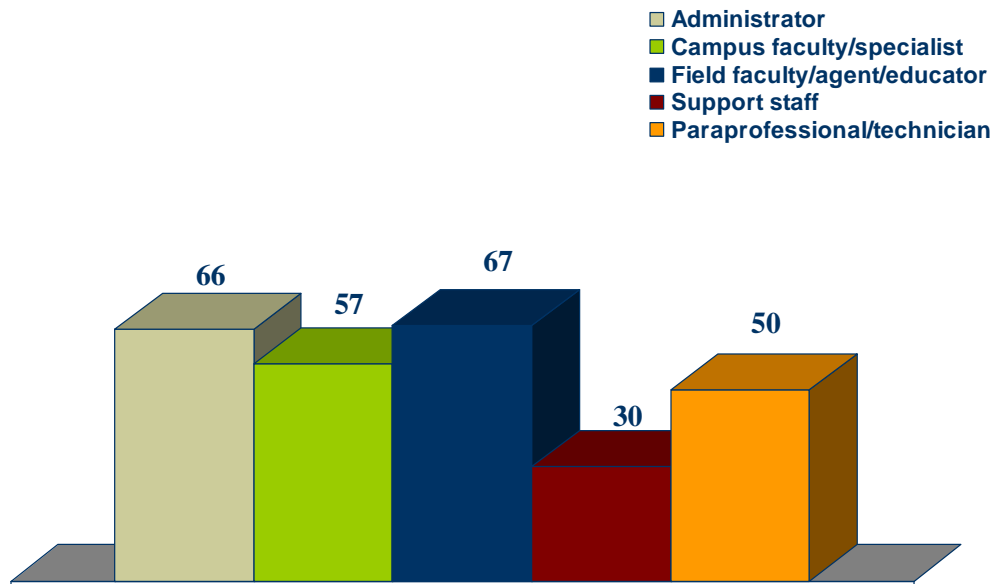


\* Agree and strongly agree collapsed into one category.

\*\* Disagree and strongly disagree collapsed into one category.

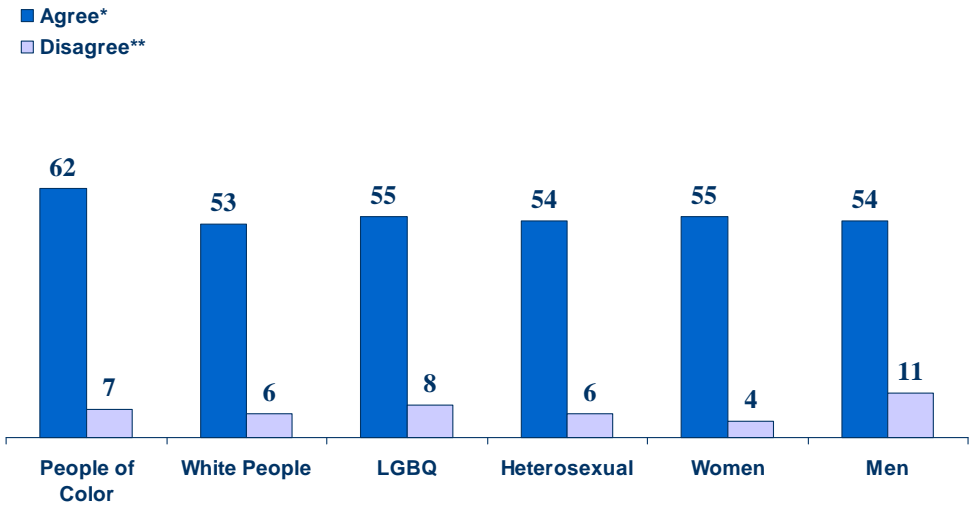
Fifty-two percent of all respondents said they made adjustments in programming strategies as a result of the increased diversity of their clients across the state. The low percent response of support staff (30%) reflects that they feel they are not directly responsible for developing programs. A higher percentage of field faculty and administrators than other employee groups made adjustments in their programming, and a higher percentage of Respondents of Color than White respondents made adjustments (Figures 40-41).

Figure 40  
Strongly Agree/Agree\* that I Made Adjustments in  
Programming Due to Diversity of Clients by Position (%)



\* Strongly agree and agree were collapsed into one category.

**Figure 41**  
**I Made Adjustments in Programming Due to Diversity of Clients (%)**



\* Agree and strongly agree collapsed into one category.

\*\* Disagree and strongly disagree collapsed into one category.

Fifty-two percent of all respondents said they were “very committed” to diversity issues within their organization. Among employee groups, the highest percentage of those who reported they were “very committed” was administrators (Figure 42).

**Figure 42**  
**My Commitment to Diversity Issues**  
**within the Organization (%)**

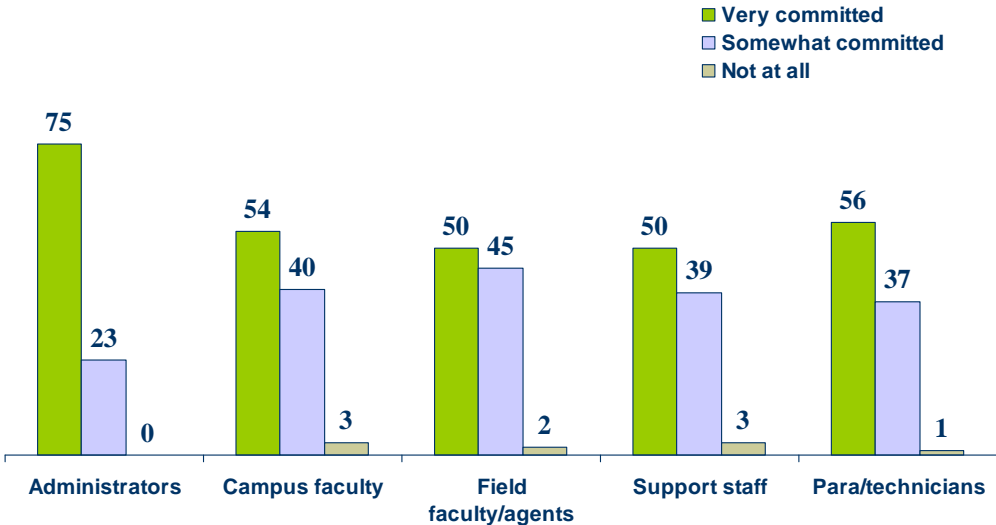
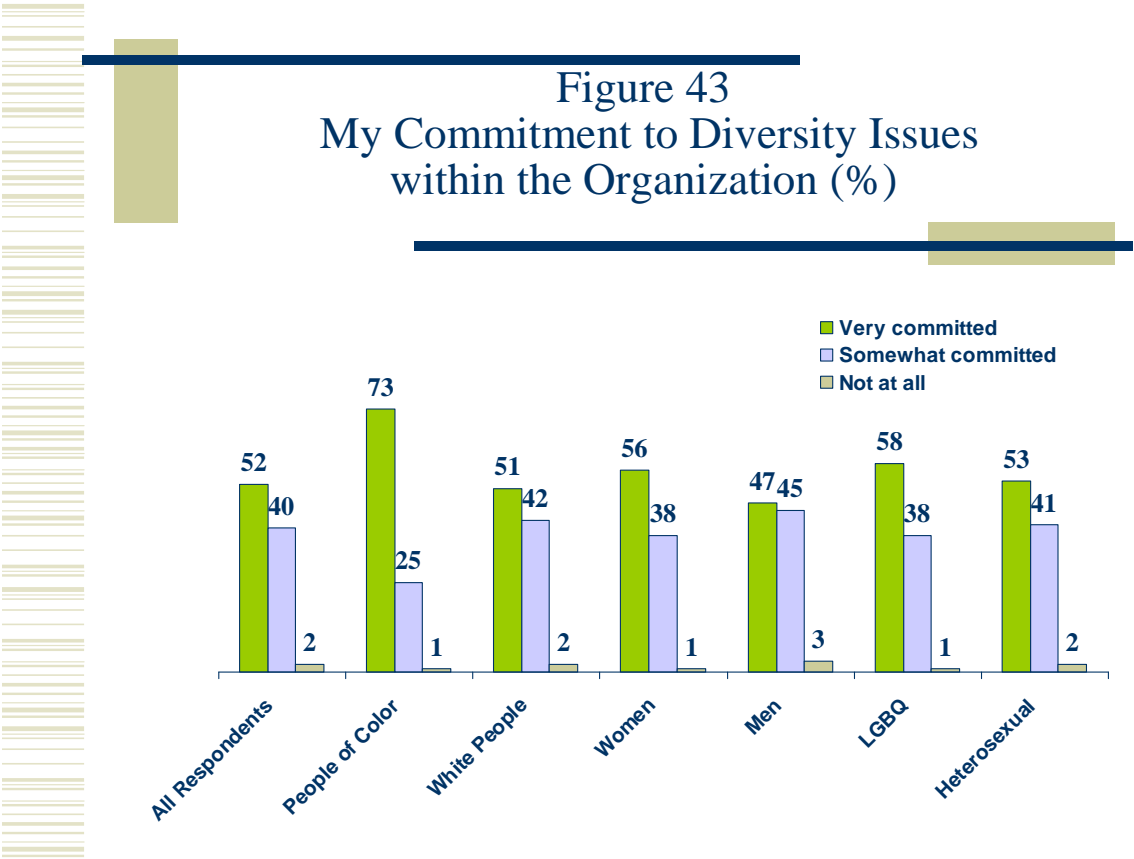
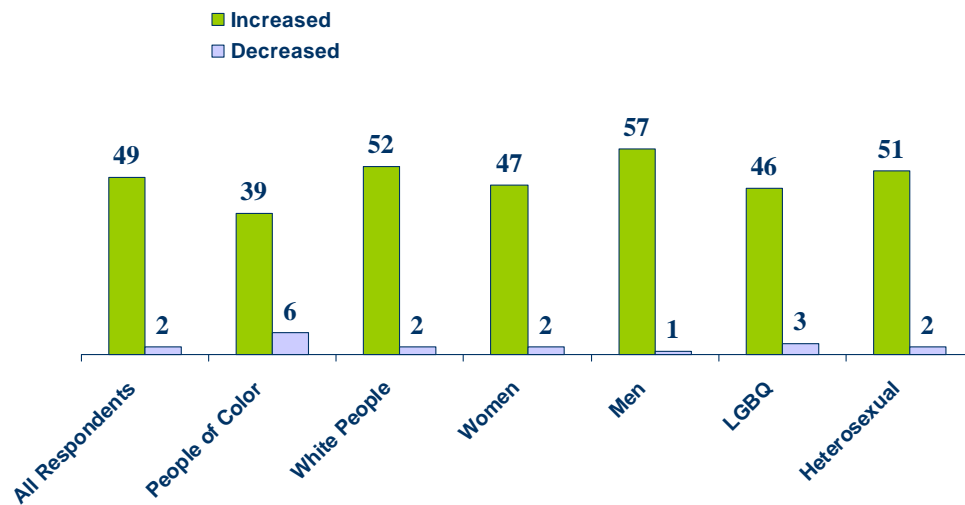


Figure 43 indicates that higher percentages of minority groups within the organizations (e.g., People of Color, women, and LGBTQ respondents) than majority groups (e.g., White respondents, men, and straight respondents) described themselves as “very committed” to diversity issues within their organization.



Forty-nine percent of all respondents believed their organization's commitment to diversity had increased over the last five years. Figure 44 illustrates that Respondents of Color were less likely than other respondents to believe that their organization had increased its efforts over the last five years.

Figure 44  
Organization's Commitment to Diversity over  
the Last Five Years (%)



Thirty-nine percent of all respondents indicated they would like to see their Extension organization increase its efforts in regard to diversity while 53 percent believed there was no change needed, and four percent preferred their organization decrease its efforts.



## Summary

In addition to constituents' personal experiences and perceptions of the organizational climate, diversity-related actions taken – or not taken – by each organization may be perceived either as promoting or impeding a positive climate. As the above data suggest, respondents hold somewhat divergent opinions about the degree to which Extension does, and should, promote diversity to shape the climate. Overall, the results noted in this section parallel those in similar investigations where People of Color and people from other underrepresented groups tend to feel their organization is not addressing diversity issues as favorably as do their majority counterparts.<sup>20</sup>

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<sup>20</sup> See Hurtado, S. (2002). Diversity and higher education: Theory and impact on educational outcomes. *Harvard Educational Review*, 72(3) 303-336; Rankin, S. and Reason, R. (2009, forthcoming). Transformational Tapestry Model: A Comprehensive Approach to Assessing Climate. *Journal of Diversity in Higher Education*.

## **Next Steps**

One of the purposes of the CAS Project is to assist in creating an environment characterized by equal access for all employees regardless of cultural, political, or philosophical differences, where individuals are not just tolerated but valued. Creating and maintaining a community environment that respects individual needs, abilities, and potential is one of the most critical initiatives that organizations support. A welcoming and inclusive climate is grounded in respect, nurtured by dialogue, and evidenced by a pattern of civil interaction.

## **Implications of the Study**

That stated, what do the results of this study suggest? At a minimum, they add quantitative data to a knowledge base that heretofore has been built largely on anecdotal sources of information, especially with regard to specific sub-populations addressed in the study. As a participant in this project, each organization within the CAS Tier III states now has some additional structure in place to consider in addressing diversity issues (CAS Project Framework). Additionally, each organization has some information (Climate Assessment) that indicates areas within the organization that warrants attention to positively enhance the organization's climate with respect to diversity.

The diversity assessment was a proactive initiative by the CAS project to review the climate for diversity within each state's Extension Service and more broadly in some states<sup>21</sup>. The intention was that the results would be used to identify specific strategies for addressing the challenges facing their communities and support positive initiatives within their organizations.

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<sup>21</sup> In the current project Ohio and Tennessee surveyed beyond Extension employees

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## **Appendices**

Appendix A – Organizations' Aggregate Data Tables

Appendix B – Survey Instrument

## **Appendix A**

### **Data Tables<sup>22</sup>**

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<sup>22</sup>Questions are restated and the number of the question on the survey is repeated after the question in parentheses.

**Table 1**  
 What is your gender? (Question 51)

Gender	n	%
Man	672	35.2
Woman	1202	63.0
Transgender	2	0.1
Did not respond	31	1.6

**Table 2**  
 What is your age? (Question 52)

Age	n	%
19 or under	1	0.1
20-29	191	10.0
30-39	293	15.4
40-59	1192	62.5
60 and over	199	10.4

**Table 3**  
 What is your position? (Question 53)

Position	n	%
Administrator	92	4.8
Campus faculty/specialist	305	16.0
Field faculty/agent/educator	756	39.6
Support staff	458	24.0
Paraprofessional/technician	115	6.0
Program assistant	44	2.3
Office professional	17	0.9
Other	70	3.7

**Table 4**  
 Are you full-time or part-time? (Question 54)

Status	n	%
Full-time	1686	88.4
Part-time	194	10.2

**Table 5**  
 How long have you been employed by the organization? (Question 55)

Time	n	%
1 year or less	188	9.9
2-4 years	307	16.1
5-10 years	429	22.5
11-19 years	420	22.0
20-29 years	357	18.7
30 years or more	160	8.4

**Table 6**  
 Do you have a disability that substantially limits a major life activity (such as seeing, hearing, learning, walking)? (Question 56)

Disability	n	%
Yes	79	4.1
No	1800	94.4

**Table 7**  
 Are you a veteran? (Question 57)

Veteran	n	%
Yes	72	3.8
No	1806	94.7



**Table 8**  
What is your sexual identity? (Question 58)

Sexual Identity	n	%
Bisexual	54	2.8
Gay	11	0.6
Heterosexual	1715	89.9
Lesbian	9	0.5
Questioning	6	0.3
Uncertain	12	0.6
Did not respond	100	5.2

Note: Research suggests that given the sensitive nature of sexual identity and the social stigma surrounding sexual orientations other than heterosexual, people choose to identify not as lesbian, gay, or bisexual but feel somewhat safer using the terms “Questioning” or “Uncertain” as their sexual identity (Rankin, 2003).

**Table 9**  
 With what racial/ethnic group do you identify (If you are of a multi-racial/  
 multi-ethnic background, mark all that apply)?  
 (Question 59)

Race/Ethnicity	n	%
African American/ Black	83	4.4
African	8	0.4
American Indian	44	2.3
Alaskan Native/ Hawaiian Native	3	0.2
Asian	13	0.7
Asian American	11	0.6
Caribbean	9	0.5
Chicano/Latino/ Hispanic	38	2.0
Middle Eastern	5	0.3
Pacific Islander	4	0.2
Russian/Eastern European	13	0.7
White/Caucasian	1724	90.4
Other	21	1.1

**Table 10**  
What is your citizenship status? (Question 60)

Citizenship status	n	%
U.S. citizen—born in the United States	1807	94.8
U.S. citizen—naturalized	37	1.9
Permanent resident (immigrant)	22	1.2
International (F-1, J-1, or H1-B, or other visa)	11	0.6
Other	5	0.3
Did not respond	25	1.3

**Table 11**  
 What is your religious or spiritual affiliation? (Question 61)

Affiliation	n	%
African Methodist Episcopal (AME)	1	0.1
Agnostic	18	0.9
Anabaptist/Amish/Mennonite	16	0.8
Atheist	34	1.8
Baptist	290	15.2
Buddhist	7	0.4
Church of Christ	42	2.2
Eastern Orthodox	3	0.2
Episcopalian	19	1.0
Hindu	3	0.2
Jehovah's Witness	6	0.3
Jewish	5	0.3
Lutheran	98	5.1
Methodist	363	19.0
Mormon (Latter Day Saints)	15	.08
Muslim	2	0.1
Native American Traditional Practitioner	3	0.2
Nondenominational Christian	226	11.9
Pentecostal	24	1.3
Presbyterian	110	5.8
Quaker	7	0.4
Roman Catholic	262	13.7
Seventh Day Adventist	7	0.4
Unitarian/Universalism	18	0.9
United Church of Christ	42	2.2
Wiccan	3	0.2
No affiliation	163	8.5
Other	53	2.8

**Table 12**  
 What is your family status? (Question 62)

Family Status	n	%
Single	238	12.5
Married	1387	72.7
In a committed relationship	72	3.8
Separated, divorced, widowed	158	8.3
Other	7	0.4

**Table 13**  
 What is your annual income? (Question 63)

Income	n	%
Below \$10,000	12	0.6
\$11,000 - \$19,000	87	4.6
\$20,000 - \$29,000	215	11.3
\$30,000 - \$39,000	276	14.5
\$40,000 - \$49,000	299	15.7
\$50,000 - \$75,999	517	27.1
Above \$76,000	372	19.5
Did not respond	129	6.8

**Table 14**  
 What is your primary workplace? (Question 64)

Workplace	n	%
Off-campus	1249	65.5
On-campus	610	32.0

**Table 15**

In what environment did you grow up? (Question 65)

Environment	n	%
Farm/ranch	745	39.1
Rural, non-farm	304	15.9
Combination	84	4.4
Small-town	318	16.7
Suburban	221	11.6
Urban	144	7.6
International	31	1.6
Other	22	1.2

**Table 16**

Have you participated in diversity training program other than Civil Rights Training recently?  
(Question 66)

Participated	n	%
Yes	585	30.7
No	1289	67.6

**Table 17**

Overall, how comfortable are you with the climate for diversity in your organization?  
 (Question 1)

Comfort	n	%
Very comfortable	513	26.9
Comfortable	965	50.6
Not comfortable or uncomfortable	258	13.5
Uncomfortable	137	7.2
Very uncomfortable	21	1.1
Not applicable	5	0.3

**Table 18**

Overall, how comfortable are you with the climate for diversity in your work unit?  
 (Question 2)

Comfort	n	%
Very comfortable	667	35.0
Comfortable	892	46.8
Not comfortable or uncomfortable	207	10.9
Uncomfortable	94	4.9
Very uncomfortable	32	1.7
Not applicable	7	0.4

**Table 19**

Within the past year, how often have you heard an administrator make insensitive or disparaging remarks about people based on their... (Question 3)

Characteristic	Never		1-2 times		3-5 times		6-9 times		10 or more times	
	n	%	n	%	n	%	n	%	n	%
Age	1474	77.3	181	9.5	47	2.5	12	0.6	19	1.0
Disability status	1782	93.4	72	3.8	19	1.0	3	0.2	4	0.2
Ethnic background	1663	87.2	157	8.2	45	2.4	14	0.7	8	0.4
Family Status	1622	85.1	188	9.9	56	2.9	12	0.6	9	0.5
Gender (men)	1670	87.6	142	7.4	42	2.2	12	0.6	12	0.6
Gender (women)	1583	83.0	192	10.1	63	3.3	24	1.3	21	1.1
Gender identity	1730	90.7	108	5.7	26	1.4	11	0.6	5	0.3
Inability to speak English	1558	81.7	227	11.9	65	3.4	23	1.2	16	0.8
Physical characteristics	1676	87.9	127	6.7	49	2.6	14	0.7	16	0.8
Racial background	1705	89.4	123	6.4	35	1.8	13	0.7	9	0.5
Religious background	1701	89.2	121	6.3	33	1.7	12	0.6	8	0.4
Sexual orientation	1684	88.3	133	7.0	32	1.7	17	0.9	11	0.6
Socioeconomic class	1695	88.9	111	5.8	48	2.5	12	0.6	11	0.6
Veteran status	1849	97.0	20	1.0	5	0.3	1	0.1	2	0.1



**Table 20**

Within the past year, how often have you heard a field faculty/agent/educator make insensitive or disparaging remarks about people based on their... (Question 4)

Characteristic	Never		1-2 times		3-5 times		6-9 times		10 or more times	
	n	%	n	%	n	%	n	%	n	%
Age	1405	73.7	272	14.3	72	3.8	22	1.2	21	1.1
Disability status	1687	88.5	109	5.7	24	1.3	7	0.4	7	0.4
Ethnic background	1457	76.4	266	13.9	76	4.0	26	1.4	11	0.6
Family status	1543	80.9	200	10.5	72	3.8	17	0.9	7	0.4
Gender (men)	1531	80.3	213	11.2	58	3.0	17	0.9	17	0.9
Gender (women)	1426	74.8	279	14.6	74	3.9	39	2.0	22	1.2
Gender identity	1592	83.5	160	8.4	54	2.8	21	1.1	6	0.3
Inability to speak English	1319	69.2	358	18.8	98	5.1	29	1.5	33	1.7
Physical characteristics	1522	79.8	213	11.2	72	3.8	17	0.9	15	0.8
Racial background	1546	81.1	198	10.4	59	3.1	22	1.2	12	0.6
Religious background	1574	82.5	184	9.6	59	3.1	12	0.6	8	0.4
Sexual orientation	1476	77.4	242	12.7	71	3.7	28	1.5	17	0.9
Socioeconomic class	1583	83.0	172	9.0	46	2.4	18	0.9	11	0.6
Veteran status	1792	94.0	31	1.6	2	0.1	2	0.1	2	0.1

**Table 21**

Within the past year, how often have you heard a specialist/campus faculty member make insensitive or disparaging remarks about people based on their... (Question 5)

Characteristic	Never		1-2 times		3-5 times		6-9 times		10 or more times	
	n	%	n	%	n	%	n	%	n	%
Age	1651	86.6	134	7.0	35	1.8	10	0.5	9	0.5
Disability status	1777	93.2	52	2.7	7	0.4	1	0.1	4	0.2
Ethnic background	1680	88.1	131	6.9	22	1.2	9	0.5	2	0.1
Family status	1716	90.0	94	4.9	20	1.0	6	0.3	6	0.3
Gender (men)	1701	89.2	107	5.6	23	1.2	4	0.2	6	0.3
Gender (women)	1632	85.6	157	8.2	35	1.8	12	0.6	8	0.4
Gender identity	1734	90.9	77	4.0	16	0.8	4	0.2	4	0.2
Inability to speak English	1624	85.2	164	8.6	37	1.9	12	0.6	12	0.6
Physical characteristics	1699	89.1	112	5.9	19	1.0	8	0.4	5	0.3
Racial background	1712	89.8	94	4.9	20	1.0	7	0.4	6	0.3
Religious background	1730	90.7	80	4.2	22	1.2	7	0.4	3	0.2
Sexual orientation	1697	89.0	107	5.6	24	1.3	10	0.5	5	0.3
Socioeconomic class	1733	90.9	73	3.8	26	1.4	7	0.4	1	0.1
Veteran status	1809	94.9	19	1.0	3	0.2	1	0.1	1	0.1

**Table 22**

Within the past year, how often have you heard a paraprofessional or technician make insensitive or disparaging remarks about people based on their... (Question 6)

Characteristic	Never		1-2 times		3-5 times		6-9 times		10 or more times	
	n	%	n	%	n	%	n	%	n	%
Age	1641	86.1	150	7.9	27	1.4	9	0.5	6	0.3
Disability status	1740	91.2	78	4.1	15	0.8	2	0.1	3	0.2
Ethnic background	1614	84.6	166	8.7	32	1.7	17	0.9	6	0.3
Family status	1691	88.7	110	5.8	26	1.4	6	0.3	2	0.1
Gender (men)	1676	87.9	111	5.8	24	1.3	13	0.7	7	0.4
Gender (women)	1656	86.8	125	6.6	29	1.5	14	0.7	7	0.4
Gender identity	1711	89.7	90	4.7	13	0.7	9	0.5	4	0.2
Inability to speak English	1550	81.3	187	9.8	57	3.0	29	1.5	14	0.7
Physical characteristics	1665	87.3	125	6.6	18	0.9	22	1.2	2	0.1
Racial background	1665	87.3	115	6.0	32	1.7	14	0.7	5	0.3
Religious background	1706	89.5	82	4.3	34	1.8	7	0.4	3	0.2
Sexual orientation	1668	87.5	109	5.7	33	1.7	14	0.7	7	0.4
Socioeconomic class	1686	88.4	86	4.5	34	1.8	12	0.6	6	0.3
Veteran status	1805	94.7	12	0.6	6	0.3	1	0.1	0	0.0

**Table 23**

Within the past year, how often have you heard a support staff member make insensitive or disparaging remarks about people based on their... (Question 7)

Characteristic	Never		1-2 times		3-5 times		6-9 times		10 or more times	
	n	%	n	%	n	%	n	%	n	%
Age	1528	80.1	238	12.5	53	2.8	14	0.7	16	0.8
Disability status	1734	90.9	107	5.6	12	0.6	3	0.2	6	0.3
Ethnic background	1554	81.5	223	11.7	53	2.8	18	0.9	13	0.7
Family status	1623	85.1	163	8.5	55	2.9	11	0.6	11	0.6
Gender (men)	1582	83.0	184	9.6	60	3.1	19	1.0	12	0.6
Gender (women)	1618	84.8	162	8.5	53	2.8	15	0.8	8	0.4
Gender identity	1708	89.6	105	5.5	29	1.5	11	0.6	5	0.3
Inability to speak English	1458	76.5	273	14.3	85	4.5	28	1.5	19	1.0
Physical characteristics	1654	86.7	140	7.3	46	2.4	12	0.6	12	0.6
Racial background	1627	85.3	160	8.4	41	2.1	22	1.2	13	0.7
Religious background	1666	87.4	138	7.2	35	1.8	10	0.5	10	0.5
Sexual orientation	1584	83.1	191	10.0	49	2.6	22	1.2	11	0.6
Socioeconomic class	1660	87.0	140	7.3	37	1.9	11	0.6	12	0.6
Veteran status	1820	95.4	24	1.3	5	0.3	2	0.1	2	0.1

**Table 24**

How often have you witnessed an employee of your organization challenge insensitive or disparaging remarks in support of people based on their... (Question 8)

Characteristic	Never		1-2 times		3-5 times		6-9 times		10 or more times	
	n	%	n	%	n	%	n	%	n	%
Age	1532	80.3	249	13.1	38	2.0	8	0.4	7	0.4
Disability status	1681	88.1	128	6.7	21	1.1	5	0.3	2	0.1
Ethnic background	1530	80.2	240	12.6	42	2.2	8	0.4	9	0.5
Family status	1605	84.2	182	9.5	40	2.1	3	0.2	4	0.2
Gender (men)	1613	84.6	172	9.0	28	1.5	8	0.4	6	0.3
Gender (women)	1526	80.0	229	12.0	54	2.8	11	0.6	9	0.5
Gender identity	1692	88.7	111	5.8	20	1.0	1	0.1	3	0.2
Inability to speak English	1542	80.9	228	12.0	49	2.6	13	0.7	14	0.7
Physical characteristics	1618	84.8	162	8.5	31	1.6	14	0.7	6	0.3
Racial background	1614	84.6	186	9.8	25	1.3	11	0.6	8	0.4
Religious background	1644	86.2	151	7.9	30	1.6	8	0.4	3	0.2
Sexual orientation	1625	85.2	170	8.9	30	1.6	5	0.3	4	0.2
Socioeconomic class	1633	85.6	155	8.1	28	1.5	8	0.4	6	0.3
Veteran status	1767	92.7	53	2.8	5	0.3	1	0.1	4	0.2

**Table 25**

Within the past year, the following groups have exhibited sensitivity toward diverse audiences: (Question 9)

Group	Strongly agree		Agree		Do not agree or disagree		Disagree		Strongly disagree	
	n	%	n	%	n	%	n	%	n	%
Your community	325	17.0	772	40.5	540	28.3	164	8.6	48	2.5
Advisory Group	361	18.9	708	37.1	571	29.9	105	5.5	59	3.1
Extension volunteers	325	17.0	710	37.2	584	30.6	124	6.5	56	2.9
Representatives of local government	282	14.8	729	38.2	615	32.2	124	6.5	61	3.2
User Groups/ Clientele/Students	262	13.7	743	39.0	636	33.4	123	6.4	46	2.4

**Table 26**

Have you personally experienced harassment (any offensive, hostile, or intimidating conduct) that has interfered unreasonably with your ability to work, learn, or participate in the organization? (Question 10)

Experienced harassment	n	%
Yes	266	13.9
No	1608	84.3

**Table 27**

What do you feel this conduct was based upon? (Mark all that apply.) (Question 11)

Characteristic	n	%
Your age	97	36.5
Your gender	97	36.5
Your physical characteristics	45	16.9
Your family status	41	15.4
Your race	32	12.0
Your ethnicity	28	10.5
Your religion	25	9.4
Your socioeconomic class	24	9.0
Your non-farm background	18	6.8
Your farm background	17	6.4
Your physical disability	16	6.0
Your country of origin	11	4.1
Your sexual orientation	9	3.4
Your mental disability	7	2.6
Your gender identity	3	1.1
Your veteran status	2	0.8
Other	100	37.6

Note: This table includes only respondents reporting experience of harassment (n=266). Percentages do not sum to 100 due to multiple responses.

**Table 28**  
 How did you experience this conduct? (Question 12)

Form	n	%
Deliberately ignored	138	51.9
Felt excluded	136	51.1
Derogatory remarks	134	50.4
Written comments	43	16.2
Stares	30	11.3
Unsolicited e-mails	23	8.6
Threats of physical violence	7	2.6
Anonymous phone calls	6	2.3
Target of physical violence	3	1.1
Target of graffiti	2	0.8
Other	91	34.2

Note: This table includes only respondents reporting experience of harassment (n=266). Percentages do not sum to 100 due to multiple responses.

**Table 29**  
 Where did this conduct occur? (Question 13)

Location	n	%
Local office	126	47.4
Campus office	94	35.3
Off-campus event	39	14.7
On-campus event	37	13.9
Non-organizational event	18	6.8
Other	34	12.8

Note: This table includes only respondents reporting experience of harassment (n=266). Percentages do not sum to 100 due to multiple responses.

**Table 30**  
 Who was the source of this conduct? (Question 14)

Source	n	%
Administrator	80	30.1
Field faculty/agent/educator	76	28.6
Supervisor	72	27.1
Support staff	53	19.9
Specialist/campus faculty	52	19.5
Volunteer	36	13.5
Customer	23	8.6
Partner/collaborator	21	7.9
Technician/paraprofessional	14	5.3
Other	34	12.8

Note: This table includes only respondents reporting experience of harassment (n=266).  
 Percentages do not sum to 100 due to multiple responses.

**Table 31**  
 Please describe your reactions to experiencing this conduct? (Question 15)

Reactions	n	%
Considered changing my job	124	48.6
Avoided the person who harassed me	116	43.6
Felt embarrassed	108	40.6
Told a friend	106	39.8
Ignored it	91	34.2
Made a complaint to an appropriate official	86	32.3
Confronted the harasser at the time	49	18.4
Confronted the harasser later	40	15.0
Left the situation immediately	32	12.0
Other	41	15.4

Note: This table includes only respondents reporting experience of harassment (n=266).  
 Percentages do not sum to 100 due to multiple responses.



**Table 32**

Have you observed any harassment (conduct that you feel has created an offensive, hostile, or intimidating working or learning environment) directed toward a person or group of people in your organization? (Question 17)

Observed harassment	n	%
Yes	348	18.2
No	1546	81.1

**Table 33**

What do you feel this conduct was based upon? (Mark all that apply.) (Question 18)

Characteristic	n	%
Gender	112	32.2
Age	69	19.8
Ethnicity	62	17.8
Physical characteristics	51	14.7
Race	51	14.7
Family status	44	12.6
Socioeconomic class	33	9.5
Religion	27	7.8
Country of origin	26	7.5
Farm background	21	6.0
Sexual orientation	19	5.5
Non-farm background	16	4.6
Mental disability	14	4.0
Physical disability	14	4.0
Gender identity	9	2.6
Veteran status	1	0.3
Other	117	33.6

Note: This table includes only respondents reporting experience of harassment (n=348). Percentages do not sum to 100 due to multiple responses.

**Table 34**  
 How did you observe this conduct? (Question 19)

Form	n	%
Derogatory remarks	235	67.5
Deliberately ignored	124	35.6
Excluded from activities	107	30.7
Read publications on campus	58	16.7
Written comments	58	16.7
Stares	34	9.8
Unsolicited e-mails	33	9.5
Target of graffiti	4	1.1
Threats of physical violence	4	1.1
Target of physical violence	3	0.9
Other	80	23.0

Note: This table includes only respondents reporting experience of harassment (n=348). Percentages do not sum to 100 due to multiple responses.

**Table 35**  
 Where did this conduct occur? (Question 20)

Location	n	%
Local office	141	40.5
Campus office	108	31.0
Off-campus event	58	16.7
On-campus event	51	14.7
Non-organizational event	28	8.0
Other	37	10.6

Note: This table includes only respondents reporting experience of harassment (n=348). Percentages do not sum to 100 due to multiple responses.

**Table 36**  
 Who was the source of this conduct? (Question 21)

Source	n	%
Field faculty/agent/educator	111	31.9
Support staff	91	26.1
Administrator	69	19.8
Specialist/campus faculty	62	17.8
Supervisor	62	17.8
Volunteer	41	11.8
Customer	27	7.0
Technician/paraprofessional	22	6.3
Partner/collaborator	19	5.5
Other	40	11.5

Note: This table includes only respondents reporting experience of harassment (n=348).  
 Percentages do not sum to 100 due to multiple responses.

**Table 37**  
 Please describe your reactions to experiencing this conduct? (Question 22)

Reactions	n	%
Felt embarrassed	128	36.8
Told a friend	86	24.7
Ignored it	77	22.1
Made a complaint to an appropriate official	77	22.1
Avoided the harasser	76	21.8
Considered changing my job	65	18.7
Confronted the harasser later	45	12.9
Left the situation immediately	44	12.6
Confronted the harasser at the time	39	11.2
Other	68	19.5

Note: This table includes only respondents reporting experience of harassment (n=348).  
 Percentages do not sum to 100 due to multiple responses.

**Table 38**  
 I observed discriminatory hiring practices in my organization.  
 (Question 24)

Observed discriminatory hiring	n	%
Yes	302	15.8
No	1587	83.2

**Table 39**  
 I observed discriminatory hiring practices in my organization based on...  
 (Question 25)

Characteristic	n	%
Gender	90	29.8
Race	69	22.8
Age	62	20.5
Ethnicity	59	19.5
Employment category	44	14.6
Family status	38	12.6
Country of origin	24	7.9
Physical characteristics	18	6.0
Socioeconomic class	18	6.0
Sexual orientation	8	2.6
Physical disability	4	1.3
Gender identity	3	1.0
Religion	3	1.0
Veteran status	3	1.0
Mental disability	2	0.7
Other	77	25.5

Note: This table includes only respondents reporting experience of discriminatory practices (n=302).

**Table 40**  
 I observed discriminatory firing practices in our organization.  
 (Question 27)

Observed discriminatory firing practices	n	%
Yes	66	3.5
No	1823	95.6

**Table 41**  
 I observed discriminatory firing in our organization based on...  
 (Question 28)

Characteristic	n	%
Race	18	27.3
Age	15	22.7
Gender	15	22.7
Ethnicity	14	21.2
Employment category	8	12.1
Family status	5	7.6
Physical disability	5	7.6
Mental disability	4	6.1
Physical characteristics	4	6.1
Sexual orientation	4	6.1
Socioeconomic class	3	4.5
Country of origin	2	3.0
Gender identity	0	0.0
Religion	0	0.0
Veteran status	0	0.0
Other	21	31.8

Note: This table includes only respondents reporting experience of discriminatory practices (n=66).

**Table 42**  
I observed discriminatory behavior or practices related to promotion  
in our organization. (Question 30)

Observed discriminatory promotion practices	n	%
Yes	275	14.4
No	1609	84.4

**Table 43**  
I observed discriminatory behavior or employment practices related to promotion  
in our organization based on... (Question 31)

Characteristic	n	%
Gender	97	35.3
Employment category	58	21.1
Age	48	17.5
Race	37	13.5
Ethnicity	31	11.3
Family status	22	8.0
Socioeconomic class	19	6.9
Physical characteristics	14	5.1
Country of origin	9	3.3
Religion	6	2.2
Gender identity	4	1.5
Physical disability	4	1.5
Sexual orientation	4	1.5
Mental disability	1	0.4
Veteran status	0	0.0
Other	72	26.2

Note: This table includes only respondents reporting experience of discriminatory practices (n=275).

**Table 44**

Are you aware of anyone who left the organization due to discriminatory experiences?  
(Question 33)

Aware of someone leaving	n	%
Yes	245	12.8
No	1643	86.2

**Table 45**  
Generally speaking, how much contact would you say you have with persons of the following backgrounds? (Question 35)

Background	None		Slight		Some		Frequent		Very frequent	
	n	%	n	%	n	%	n	%	n	%
African Americans/Blacks	166	8.7	601	31.5	561	29.4	282	14.8	286	15.0
African	948	49.7	469	24.6	280	14.7	81	4.2	68	3.6
American Indians/ Alaskan Natives	875	45.9	638	33.5	256	13.4	54	2.8	34	1.8
Anabaptist/Amish/Mennonite	955	50.1	477	25.0	272	14.3	98	5.1	57	3.0
Asians/Pacific Islanders	631	33.1	665	34.9	344	18.0	142	7.4	85	4.5
Caribbean	1335	70.0	332	17.4	114	6.0	33	1.7	33	1.7
Caucasians/ Whites	16	0.8	8	0.4	13	0.7	124	6.5	1723	90.4
Latinos/Hispanics/Chicanos	200	10.5	495	26.0	612	32.1	338	17.7	221	11.6
Middle Eastern persons	715	37.5	588	30.8	351	18.4	123	6.4	83	4.4
Non-native English speakers	570	29.9	574	30.1	343	18.0	179	9.4	180	9.4
Openly gay, lesbian, bisexual or transgender persons	681	35.7	707	37.1	298	15.6	84	4.4	91	4.8
Russian/Eastern European	1121	58.8	470	24.6	172	9.0	51	2.7	34	1.8
Persons with physical disabilities	249	13.1	749	39.3	596	31.3	181	9.5	88	4.6
Persons with mental disabilities	552	28.9	727	38.1	401	21.0	124	6.5	50	2.6
Persons with different religious backgrounds	63	3.3	236	12.4	473	24.8	492	25.8	613	32.1
Persons who are veterans	191	10.0	417	21.9	630	33.0	387	20.3	239	12.5
Persons who don't fit the "perfect physique"	117	6.1	187	9.8	454	23.8	514	27.0	584	30.6
Persons of a different socioeconomic class	76	4.0	160	8.4	505	26.5	586	30.7	545	28.6



**Table 46**  
 The organization addresses issues related to... (Question 37)

Issues	Strongly agree		Agree		Do not agree or disagree		Disagree		Strongly disagree		Don't know	
	n	%	n	%	n	%	n	%	n	%	n	%
Age	312	16.4	812	42.6	413	21.7	119	6.2	35	1.8	138	7.2
Ethnicity	295	15.5	853	44.7	395	20.7	122	6.4	38	2.0	120	6.3
Gender	279	14.6	828	43.4	433	22.7	110	5.8	47	2.5	123	6.4
Gender identity	152	8.0	436	22.9	664	34.8	184	9.6	81	4.2	279	14.6
Mental disability	143	7.5	513	26.9	644	33.8	176	9.2	69	3.6	251	13.2
Non-native English speakers	196	10.3	746	39.1	516	27.1	144	7.6	53	2.8	160	8.4
Physical disability	226	11.9	854	44.8	447	23.4	97	5.1	39	2.0	155	8.1
Race	297	15.6	821	43.1	419	22.0	107	5.6	49	2.6	128	6.7
Religion	181	9.5	579	30.4	632	33.1	154	8.1	80	4.2	185	9.7
Sexual orientation	148	7.8	436	22.9	696	36.5	178	9.3	98	5.1	247	13.0
Socioeconomic class	291	15.3	719	37.7	471	24.7	113	5.9	48	2.5	166	8.7
Veterans	216	11.3	605	31.7	610	32.0	90	4.7	42	2.2	237	12.4

**Table 47**  
Attitudes about my institution: (Questions 38-39)

Attitude	Strongly agree		Agree		Do not agree or disagree		Disagree		Strongly disagree		Don't know	
	n	%	n	%	n	%	n	%	n	%	n	%
The organization has visible leadership from the administration who foster diversity in the workplace.	456	23.9	880	46.1	340	17.8	115	6.0	42	2.2	49	2.6
Management/supervisor within your work unit demonstrates a commitment to diversity.	514	27.0	893	46.8	314	16.5	107	5.6	44	2.3	19	1.0

**Table 48**  
Attitudes about my institution: (Questions 40-43)

Attitude	Strongly agree		Agree		Do not agree or disagree		Disagree		Strongly disagree		Don't know	
	n	%	n	%	n	%	n	%	n	%	n	%
The workplace climate is welcoming for customers/learners from underrepresented groups.	546	28.6	940	49.3	240	12.6	106	5.6	23	1.2	21	1.1
The workplace climate is welcoming for employees from underrepresented groups.	493	25.9	889	46.6	305	16.0	122	6.4	35	1.8	33	1.7
Diversity among staff within the state organization and its customers/learners creates increased benefits for the organization.	521	27.3	880	46.1	336	17.6	53	2.8	9	0.5	76	4.0
As a result of the increased diversity of our clients across the state, I have made adjustments in my programming/teaching strategies.	251	13.2	744	39.0	608	31.9	99	5.2	11	0.6	134	7.0

**Table 49**

How would you describe your commitment/lack of commitment to diversity issues within the organization? (Question 44)

Commitment	n	%
Very committed	997	52.3
Somewhat committed	755	39.6
Not committed at all	41	2.1
Don't know	93	4.9

**Table 50**

In the last five years how would you describe your organization's commitment or attention to diversity? (Question 46)

Commitment	n	%
Decreased	40	2.1
Stayed the same	590	30.9
Increased	934	49.0
Don't know	301	15.8

**Table 51**

What changes would you like your organization to make in regard to diversity? (Question 48)

Changes	n	%
Increased efforts	736	38.6
No change needed	1015	53.2
Decreased efforts	83	4.4

**Table 52**

How would you rate the overall organizational climate for the following groups? (Question 50)

Groups	Very respectful		Moderately respectful		Respectful		Somewhat respectful		Not at all respectful		Don't know	
	n	%	n	%	n	%	n	%	n	%	n	%
African Americans/Blacks	893	46.8	235	12.3	484	25.4	89	4.7	25	1.3	120	6.3
African	730	38.3	188	9.9	422	22.1	60	3.1	16	0.8	389	20.4
American Indians/ Alaskan Natives	733	38.4	185	9.7	401	21.0	46	2.4	5	0.3	430	22.5
Anabaptist/Amish/ Mennonite	738	38.7	184	9.6	394	20.7	41	2.1	5	0.3	437	22.9
Asians	780	40.9	222	11.6	446	23.4	53	2.8	8	0.4	292	15.3
Asian Americans	811	42.5	211	11.1	450	23.6	48	2.5	3	0.2	277	14.5
Caribbean	667	35.0	149	7.8	376	19.7	39	2.0	2	0.1	551	28.9
Caucasians/ Whites	1107	58.0	239	12.5	406	21.3	31	1.6	5	0.3	48	2.5
Latinos/Hispanics/ Chicanos	798	41.8	250	13.1	468	24.5	122	6.4	17	0.9	166	8.7
Middle Eastern persons	687	36.0	181	9.5	407	21.3	114	6.0	31	1.6	383	20.1
Pacific Islanders	678	35.6	165	8.7	373	19.6	31	1.6	3	0.2	542	28.4
Russian/Eastern European	677	35.5	180	9.4	378	19.8	40	2.1	1	0.1	510	26.7
Persons without an advanced academic degree	694	36.4	242	12.7	469	24.6	235	12.3	90	4.7	99	5.2
Persons with physical disabilities	804	42.2	249	13.1	499	26.2	90	4.7	14	0.7	167	8.8
Persons with mental disabilities	676	35.4	210	11.0	443	23.2	128	6.7	37	1.9	323	16.9
Persons with different religious backgrounds	748	39.2	253	13.3	517	27.1	133	7.0	40	2.1	134	7.0
Persons of different ages	841	44.1	304	15.9	496	26.0	85	4.5	25	1.3	86	4.5
Veterans	895	46.9	233	12.2	443	23.2	25	1.3	12	0.6	211	11.1
Persons who don't fit the "perfect physique"	725	38.0	302	15.8	511	26.8	125	6.6	35	1.8	129	6.8
Persons of a different socioeconomic class	748	39.2	264	13.8	523	27.4	133	7.0	34	1.8	116	6.1

**Table 53**

Please rate the organization's climate in general using the following scale:  
 (e.g., very friendly = 1, hostile = 5) (Question 68)

Climate	1		2		3		4		5		Mean n
	n	%	n	%	n	%	n	%	n	%	
Accessible to persons with disabilities/ Inaccessible to persons with disabilities	870	45.6	624	32.7	232	12.2	83	4.4	33	1.7	<b>1.8</b>
Concerned/Indifferent	791	41.5	596	31.3	325	17.0	59	3.1	28	1.5	<b>1.9</b>
Cooperative/ Uncooperative	930	48.8	601	31.5	199	10.4	51	2.7	16	0.8	<b>1.7</b>
Friendly/Hostile	1009	52.9	572	30.0	177	9.3	46	2.4	11	0.6	<b>1.6</b>
Improving/Regressing	731	38.3	584	30.6	387	20.3	49	2.6	21	1.1	<b>1.9</b>
Positive for non-native English speakers/Not positive	499	26.2	581	30.5	573	30.0	123	6.4	39	2.0	<b>2.2</b>
Positive for people who identify as lesbian, gay, or bisexual/Not positive	491	25.7	398	20.9	682	35.8	171	9.0	46	2.4	<b>2.4</b>
Positive for people who identify as transgender or gender-queer/Not positive	420	22.0	327	17.1	762	40.0	191	10.0	69	3.6	<b>2.5</b>
Positive for people of Jewish heritage/Anti-Semitic (Anti-Jewish)	656	34.4	459	24.1	617	32.4	37	1.9	10	0.5	<b>2.0</b>
Positive for people of the Islamic faith/ Anti-Islamic	548	28.7	424	22.2	645	33.8	124	6.5	32	1.7	<b>2.2</b>
Positive for people who practice other than the Christian faith/ Not positive	620	32.5	450	23.6	593	31.1	105	5.5	28	1.5	<b>2.1</b>
Positive for people who practice the Christian faith/ Not positive	903	47.4	525	27.5	321	16.8	34	1.8	9	0.5	<b>1.7</b>
Positive for people of low socioeconomic classes/Not positive	705	37.0	552	28.9	441	23.1	92	4.8	15	0.8	<b>2.0</b>
Respectful/Disrespectful	917	48.1	595	31.2	236	12.4	53	2.8	17	0.9	<b>1.7</b>
Welcoming/ Unwelcoming	947	49.7	557	29.2	235	12.3	60	3.1	19	1.0	<b>1.7</b>

**Table 54**

Please rate the organization's climate in general using the following scale:  
(e.g., very friendly = 1, hostile = 5) (Question 69)

Climate	1		2		3		4		5		Mean n
	n	%	n	%	n	%	n	%	n	%	
Non-racist/Racist	1056	55.4	465	24.4	230	12.1	93	4.9	17	0.9	<b>1.7</b>
Non-sexist/Sexist	954	50.0	480	25.2	248	13.0	148	7.8	28	1.5	<b>1.8</b>
Non-homophobic/ Homophobic	837	43.9	422	22.1	374	19.6	143	7.5	41	2.1	<b>2.0</b>
Non age-biased/ Age-biased	1004	52.6	419	22.0	288	15.1	118	6.2	20	1.0	<b>1.8</b>
Non-classist/classist	928	48.7	450	23.6	300	15.7	119	6.2	35	1.8	<b>1.8</b>

## **Appendix B**

### **Survey**

**Title Provided by Participating Organizations**  
(Administered for CAS by Rankin & Associates, Consulting)

**Purpose**

You are invited to participate in a survey of administration, faculty and staff regarding the workplace climate in your organization. The results of the survey will provide important information about our organization and will enable us to improve the environment for working and learning.

**Procedures**

You will be asked to complete an online or paper/pencil survey. Your participation and responses are confidential. Please answer the questions as openly and honestly as possible. You may skip questions. The survey will take at least 20 minutes to complete. You must be 18 years of age or older to participate. Please note that you can choose to withdraw your responses at any time before you submit your answers. The survey results will be submitted directly to a secure server where any computer identification that might identify participants is deleted from the submissions. Any comments provided by participants are also separated at submission so that comments are not attributed to any demographic characteristics. These comments will be analyzed using content analysis and submitted as an appendix to the report. Quotes will also be used throughout the report to give "voice" to the quantitative data.

**Discomforts and Risks**

There are no risks in participating in this research beyond those experienced in everyday life. Some of the questions are personal and might cause discomfort. In the event that any questions asked are disturbing, you may stop responding to the survey at any time.

**Benefits**

The results of the survey will provide important information and will help us in our efforts to ensure that the workplace environment is conducive to working and learning.

**Statement of Confidentiality**

You will not be asked to provide any identifying information and information you provide on the survey will remain confidential. In the event of any publication or presentation resulting from the research, no personally identifiable information will be shared. Your confidentiality will be kept to the degree permitted by the technology used (e.g., IP addresses will be stripped when the survey is submitted). No guarantees can be made regarding the interception of data sent via the Internet by any third parties. In addition, the external consultant (Rankin & Associates) will not report any group data for groups that may be small enough to compromise identity. Instead, Rankin & Associates will combine the groups of fewer than 5 individuals to eliminate any potential for identifiable demographic information. Please also remember that you do not have to answer any question or questions about which you are uncomfortable.

**Voluntary Participation**

Participation in this research is voluntary. If you decide to participate, you do not have to answer any questions on the survey that you do not wish to answer. **Individuals will not be identified and only group data will be reported** (e.g., the analysis will include only aggregate data). By completing the survey, your informed consent will be implied. Please note that you can choose to withdraw your responses at any time before you submit your answers. Refusal to take part in this research study will involve no penalty or loss of student or employee benefits.



**Right to Ask Questions**

You can ask questions about this research. Questions concerning this project should be directed to:

**Susan R. Rankin, Ph.D.**  
Principal & Senior Research Associate  
Rankin and Associates, Consulting  
PO Box 576  
Howard, PA 16841  
[sue@rankin-consulting.com](mailto:sue@rankin-consulting.com)  
814-625-2780

**IRB Office**

**Insert as appropriate to respective organization**

If you agree to take part in this research study as outlined in the information above, please click on the "Continue" button below, which indicates your consent to participate in this study. It is recommended that you print this statement for your records, or record the address for this site and keep it for reference.

**Continue button – leads participant to the survey.  
If participant declines participation, she/he is led to a "thank you" page.**

### **Directions**

**URL only:** Please read and answer each question carefully. For each answer, click on/fill in the appropriate oval. If you want to change an answer, click on/fill in the oval of your new answer and your previous response will be erased. You may decline to answer specific questions.

### **Definitions**

**Climate:** Current attitudes, behaviors, and standards of employees and students concerning the level of respect for individual needs, abilities, and potential.

**Diversity:** Diversity is the variety created in any society (and within any individual) by the presence of different points of view and ways of making meaning which generally flow from the influence of different cultural, ethnic, and religious heritages; from the differences in how we socialize women and men; and from the differences that emerge from class, age, sexual orientation, gender identity, ability, and other socially constructed characteristics.

**Disability:** A physical or mental impairment that substantially limits one or more major life activities. Some examples of disabling conditions include, but are not limited to, blindness, diabetes, learning disabilities, deafness, and psychological disabilities.

**Ethnic Background:** A group of people who share a unique social and cultural heritage.

**Non-Native English Speaker:** People for whom English is not their first language.

**Physical Characteristics:**

People who do not fit the socially constructed "perfect" physique

(e.g., too thin, too heavy, too tall, too short, etc.).

**Racial Background:** A group of people who share a socially constructed category based on generalized beliefs and/or assumptions about their physical characteristics.

**Sexual Orientation:** This is inclusive of lesbians (women who are emotionally, physically and sexually attracted to women), gay men (men who are emotionally, physically and sexually attracted to men), and bisexual people (individuals who are emotionally, physically, and sexually attracted to those of either gender).

**Transgender:** Individuals who bend or blend gender including cross-dressers, transvestites, transsexuals, intersexuals, and androgynous persons.

**Throughout the survey several definitions are provided. The definitions are provided via a hyper-link and are identified via an underline and in bold text**

**Part 1. Organizational Experiences with diversity**

1. Overall, how comfortable are you with the climate for diversity in your organization?

- Very comfortable
- Comfortable
- Not comfortable nor uncomfortable
- Uncomfortable
- Very Uncomfortable
- Not applicable

2. Overall, how comfortable are you with the climate for diversity in your work unit?

- Very comfortable
- Comfortable
- Not comfortable nor uncomfortable
- Uncomfortable
- Very Uncomfortable
- Not applicable

3. Within the past year, how often have you heard an **administrator/supervisor** make insensitive or disparaging remarks about people based on their...

- |                            |  |
|----------------------------|--|
| Age                        | <input type="radio"/> Never            |
| Disability status          | <input type="radio"/> 1-2 times        |
| Ethnic background          | <input type="radio"/> 3-5 times        |
| Gender (men)               | <input type="radio"/> 6-9 times        |
| Gender (women)             | <input type="radio"/> 10 or more times |
| Gender identity            |  |
| Inability to speak English |  |
| Physical characteristics   |  |
| Racial background          |  |
| Religious background       |  |
| Sexual orientation         |  |
| Socio-economic class       |  |
| Veteran Status             |  |

4. Within the past year, how often have you heard a field faculty/agent/educator make insensitive or disparaging remarks about people based on their...

- |                            |  |
|----------------------------|--|
| Age                        | <input type="radio"/> Never            |
| Disability status          | <input type="radio"/> 1-2 times        |
| Ethnic background          | <input type="radio"/> 3-5 times        |
| Gender (men)               | <input type="radio"/> 6-9 times        |
| Gender (women)             | <input type="radio"/> 10 or more times |
| Gender identity            |  |
| Inability to speak English |  |
| Physical characteristics   |  |
| Racial background          |  |
| Religious background       |  |
| Sexual orientation         |  |
| Socio-economic class       |  |
| Veteran Status             |  |

5. Within the past year, how often have you heard a specialist/campus faculty make insensitive or disparaging remarks about people based on their...

- |                            |  |
|----------------------------|--|
| Age                        | <input type="radio"/> Never            |
| Disability status          | <input type="radio"/> 1-2 times        |
| Ethnic background          | <input type="radio"/> 3-5 times        |
| Gender (men)               | <input type="radio"/> 6-9 times        |
| Gender (women)             | <input type="radio"/> 10 or more times |
| Gender identity            |  |
| Inability to speak English |  |
| Physical characteristics   |  |
| Racial background          |  |
| Religious background       |  |
| Sexual orientation         |  |
| Socio-economic class       |  |
| Veteran Status             |  |

6. Within the past year, how often have you heard a paraprofessional or technician make insensitive or disparaging remarks about people based on their...

- |                            |  |
|----------------------------|--|
| Age                        | <input type="radio"/> Never            |
| Disability status          | <input type="radio"/> 1-2 times        |
| Ethnic background          | <input type="radio"/> 3-5 times        |
| Gender (men)               | <input type="radio"/> 6-9 times        |
| Gender (women)             | <input type="radio"/> 10 or more times |
| Gender identity            |  |
| Inability to speak English |  |
| Physical characteristics   |  |
| Racial background          |  |
| Religious background       |  |
| Sexual orientation         |  |
| Socio-economic class       |  |
| Veteran Status             |  |

7. Within the past year, how often have you heard a support staff member make insensitive or disparaging remarks about people based on their...

- |                            |  |
|----------------------------|--|
| Age                        | <input type="radio"/> Never            |
| Disability status          | <input type="radio"/> 1-2 times        |
| Ethnic background          | <input type="radio"/> 3-5 times        |
| Gender (men)               | <input type="radio"/> 6-9 times        |
| Gender (women)             | <input type="radio"/> 10 or more times |
| Gender identity            |  |
| Inability to speak English |  |
| Physical characteristics   |  |
| Racial background          |  |
| Religious background       |  |
| Sexual orientation         |  |
| Socio-economic class       |  |
| Veteran Status             |  |

8. How often have you witnessed an employee of your organization challenge insensitive or disparaging remarks about people based on their...

- |                            |  |
|----------------------------|--|
| Age                        | <input type="radio"/> Never            |
| Disability status          | <input type="radio"/> 1-2 times        |
| Ethnic background          | <input type="radio"/> 3-5 times        |
| Gender (men)               | <input type="radio"/> 6-9 times        |
| Gender (women)             | <input type="radio"/> 10 or more times |
| Gender identity            |  |
| Inability to speak English |  |
| Physical characteristics   |  |
| Racial background          |  |
| Religious background       |  |
| Sexual orientation         |  |
| Socio-economic class       |  |
| Veteran Status             |  |

9. Within the past year, the following groups have exhibited sensitivity toward diverse audiences.

- |                                     |   |
|-------------------------------------|---|
| Your community                      | <input type="radio"/> Strongly agree            |
| Advisory                            | <input type="radio"/> Agree                     |
| Extension volunteers                | <input type="radio"/> Do not agree nor disagree |
| Representatives of local government | <input type="radio"/> Disagree                  |
| User groups/Cienteles/Students      | <input type="radio"/> Strongly disagree         |

10. Within the past year, have you personally experienced any offensive, hostile, exclusionary, or intimidating conduct (harassing behavior) that has interfered with your ability to work, learn, or participate in the organization?

- Yes  
 No

11. What do you feel this conduct was based upon...(Mark all that apply)

- your age
- your country of origin
- your ethnicity
- your farm background
- your family status
- your gender
- your gender identity
- your mental disability
- your non-farm background
- your physical characteristics
- your physical disability
- your race
- your religion
- your sexual orientation
- your socioeconomic class
- your veteran status
- Other (please specify) \_\_\_\_\_

12. How did you experience this conduct (Mark all that apply)

- I received written comments
- I received anonymous phone calls
- I received unsolicited emails
- I received threats of physical violence
- I felt I was deliberately ignored
- I felt excluded from some activities
- I was the target of derogatory remarks
- I was the target of graffiti
- I was the target of physical violence
- I observed others staring at me
- Other (please specify) \_\_\_\_\_

13. Where did this conduct occur? (Mark all that apply)

- Campus office
- Local office
- Non-organizational event
- Off campus event
- On campus event
- Other (please specify) \_\_\_\_\_

14. Who was the source of this conduct? (Mark all that apply)

- Administrator
- Customer
- Field faculty/agent/educator
- Partner/collaborator
- Specialist/campus faculty
- Supervisor
- Support staff
- Technician/paraprofessional
- Volunteer
- Other (Please specify) \_\_\_\_\_

15. Please describe your reactions to experiencing this conduct. (Mark all that apply)

- I felt embarrassed
- I told a friend
- I felt embarrassed
- I avoided the person who harassed me
- I ignored it
- I left the situation immediately
- I considered changing my job
- I confronted the harasser at the time
- I confronted the harasser later
- I made a complaint to an appropriate official
- Other (please specify) \_\_\_\_\_

16. If you would like to elaborate on your personal experiences, please do so here.

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17. Within the past year, have you observed or personally been made aware of any conduct (harassing behavior) directed toward a person or group of people in your organization that you believe has created an offensive, hostile, exclusionary, or intimidating working or learning environment?

- Yes
- No

18. What do you feel this conduct was based upon...(Mark all that apply)

- Age
- Country of origin
- Ethnicity
- Farm background
- Family status
- Gender
- Gender identity
- Mental disability
- Non-farm background
- Physical characteristics
- Physical disability
- Race
- Religion
- Sexual orientation
- Socioeconomic status
- Veteran status
- Other (please specify) \_\_\_\_\_

19. How did you observe this conduct? (Mark all that apply)

- I heard derogatory remarks
- I heard about unsolicited e-mails
- I observed graffiti
- I observed someone being stared at
- I observed others excluded from activities
- I observed threats of physical violence
- I observed physical assault or injury
- I observed someone being deliberately ignored
- I read written comments
- I read publications on campus
- Other (please specify) \_\_\_\_\_

20. Where did this conduct occur? (Mark all that apply)

- Campus office
- Local office
- Non-organizational event
- Off campus event
- On campus event
- Other (please specify) \_\_\_\_\_

21. Who was the source of this conduct? (Mark all that apply)

- Administrator
- Customer
- Field faculty/agent/educator
- Partner/collaborator
- Specialist/campus faculty
- Supervisor
- Support staff
- Technician/paraprofessional
- Volunteer
- Other (please specify) \_\_\_\_\_

22. Please describe your reactions to this observed conduct. (Mark all that apply)

- I felt embarrassed
- I told a friend
- I avoided the harasser
- I ignored it
- I left the situation immediately
- I considered changing my job
- I confronted harasser at the time
- I confronted the harasser later
- I made a complaint to an appropriate official
- Other (please specify) \_\_\_\_\_

23. If you would like to elaborate on your observations, please do so here.

---

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**As a full-time or part-time employee, have you encountered any of the following?**

24. I observed discriminatory **hiring** practices in my organization (e.g., hiring supervisor bias, search committee bias, limited recruiting pool)

- Yes
- No

25. The discrimination was based on...

- Age
- Country of origin
- Employment category
- Ethnicity
- Gender
- Gender Identity
- Mental disability
- Physical characteristics
- Physical disability
- Race
- Religion
- Sexual orientation
- Veteran status
- Other (please specify) \_\_\_\_\_

26. If you would like to elaborate on your observations, please do so here.

---

---



27. I have observed discriminatory **firing** in our organization.

- Yes
- No

28. The discrimination was based on...

- Age
- Country of origin
- Employment category
- Ethnicity
- Gender
- Gender Identity
- Mental disability
- Physical characteristics
- Physical disability
- Race
- Religion
- Sexual orientation
- Veteran status
- Other (please specify) \_\_\_\_\_

29. If you would like to elaborate on your observations, please do so here.

---

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---

30. I have observed discriminatory behavior or employment practices related to **promotion** in our organization.

- Yes
- No

31. The discrimination was based on...

- Age
- Country of origin
- Employment category
- Ethnicity
- Gender
- Gender Identity
- Mental disability
- Physical characteristics
- Physical disability
- Race
- Religion
- Sexual orientation
- Veteran status
- Other (please specify) \_\_\_\_\_

32. If you would like to elaborate on your observations, please do so here.

---

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33. Are you aware of anyone who left the organization due to discriminatory experiences?

- Yes
- No

34. If you would like to elaborate on this discriminatory experience, please do so here.

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## Part 2. Actions relative to diversity issues

35. Generally speaking, how much contact would you say you have with persons of the following backgrounds within the work environment?

- |   |  |
|---|--|
| African American/Black  | <input type="checkbox"/> None            |
| African   | <input type="checkbox"/> Slight          |
| American Indian/Alaskan Native                                    | <input type="checkbox"/> Some            |
| Anabaptist/Amish/Mennonite  | <input type="checkbox"/> Frequent        |
| Asian/Pacific Islanders   | <input type="checkbox"/> Very Frequently |
| Caribbean   |  |
| Caucasian/Whites  |  |
| Latino/Hispanic/Chicano   |  |
| Middle Eastern people   |  |
| Non-native English speakers                                       |  |
| Openly gay, lesbian, bisexual, or transgender people              |  |
| Russian/Eastern European  |  |
| People with physical disabilities                                 |  |
| People with mental disabilities                                   |  |
| People with religious backgrounds different than your own         |  |
| People who are veterans   |  |
| People who do not fit the socially constructed "perfect" physique |  |
| People of a socioeconomic class different than your own           |  |

36. Educational programs within your state organization represent the contributions of people from underrepresented groups.

**Each state/organization provided specific response choices for this question**

37. The organization addresses issues related to...

- |   |                          |                           |
|---|--------------------------|---------------------------|
| Age   | <input type="checkbox"/> | Strongly agree            |
| Ethnicity                                     | <input type="checkbox"/> | Agree                     |
| Gender  | <input type="checkbox"/> | Do not agree nor disagree |
| Gender identity                               | <input type="checkbox"/> | Disagree                  |
| Mental disability                             | <input type="checkbox"/> | Strongly disagree         |
| People who speak English as a second language | <input type="checkbox"/> | Don't know                |
| Physical disability                           |                          |                           |
| Race  |                          |                           |
| Religion                                      |                          |                           |
| Sexual orientation                            |                          |                           |
| Socioeconomic status                          |                          |                           |
| Veterans                                      |                          |                           |

38. The organization has visible leadership from the administration who foster diversity in the workplace.

- Strongly agree
- Agree
- Do not agree nor disagree
- Disagree
- Strongly disagree
- Don't know

39. Management /Supervisor within your work unit demonstrate a commitment to diversity.

- Strongly agree
- Agree
- Do not agree nor disagree
- Disagree
- Strongly disagree
- Don't know

40. The workplace climate is welcoming for customers/learners from underrepresented groups.

- Strongly agree
- Agree
- Do not agree nor disagree
- Disagree
- Strongly disagree
- Don't know

41. The workplace climate is welcoming for employees from underrepresented groups.

- Strongly agree
- Agree
- Do not agree nor disagree
- Disagree
- Strongly disagree
- Don't know

42. Diversity among staff within the state organization and its customers/learners creates increased benefits for the organization.

- Strongly agree
- Agree
- Do not agree nor disagree
- Disagree
- Strongly agree
- Don't know

43. As a result of the increased diversity of our customers/learners across the state, I have made adjustments in my programming/teaching strategies.

- Strongly agree
- Agree
- Do not agree nor disagree
- Disagree
- Strongly agree
- Don't know

44. How would you rate your personal commitment to diversity within the organization?

- Strongly agree
- Agree
- Do not agree nor disagree
- Disagree
- Strongly agree
- Don't know

45. Please describe your commitment/lack of commitment to diversity issues within the organization.

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46. In the last five years how would you describe your organization's commitment or attention to diversity?

- Decreased
- Stayed the same
- Increased
- Don't know

47. If you would like to comment on your response to Question 44, please do so in the text box below.

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48. What changes would you like your organization to make in regard to diversity?

- Increased efforts
- No change needed
- Decreased efforts

49. If you would like to comment on your response to Question 46, please do so in the text box below.

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50. How would you rate the overall workplace climate for the following groups.

- |   |                          |                       |
|---|--------------------------|-----------------------|
| African American/Black  | <input type="checkbox"/> | Very respectful       |
| African   | <input type="checkbox"/> | Moderately respectful |
| American Indian/Alaskan Native                                    | <input type="checkbox"/> | Respectful            |
| Anabaptist/Amish/Mennonite  | <input type="checkbox"/> | Somewhat respectful   |
| Asian   | <input type="checkbox"/> | Not at all respectful |
| Asian American  | <input type="checkbox"/> | Don't know            |
| Caribbean   |                          |                       |
| Caucasian/White   |                          |                       |
| Latino/Hispanic/Chicano   |                          |                       |
| Middle Eastern people   |                          |                       |
| Pacific Islander  |                          |                       |
| Russian/Eastern European  |                          |                       |
| People who don't have an advanced academic degree                 |                          |                       |
| People with physical disabilities                                 |                          |                       |
| People with mental disabilities                                   |                          |                       |
| People with religious backgrounds different than your own         |                          |                       |
| People of ages different than your own                            |                          |                       |
| People who are veterans   |                          |                       |
| People who do not fit the socially constructed "perfect" physique |                          |                       |
| People of a socioeconomic class different than your own           |                          |                       |

### S. Part 3. Background Information

***If you are concerned that your confidentiality will be compromised by some (or all) of the questions, please keep in mind that we will not report any "group" data for groups that are small enough to compromise your identity. Instead, we will combine the groups to eliminate any potential for identifiable demographic information***

51. What is your gender?

- Man
- Woman
- Transgender

52. What is your age?

- 19 or under
- 20-29
- 30-39
- 40-59
- 60 and over

53. What is your position?

- Administrator
- Campus faculty/ specialist
- Field faculty/agent/educator
- Support staff
- Paraprofessional/technician
- Other (please specify) \_\_\_\_\_

54. Are you full-time or part-time?

- Full-time
- Part-time

55. How long have you been employed by the organization?

- 1 year or less
- 2-4 years
- 5-10 years
- 11-19 years
- 20-29 years
- 30 years or more

56. Do you have a disability that substantially limits a major life activity (such as seeing, hearing, learning, walking)?

- Yes
- No

57. Are you a veteran?

- Yes
- No

58. What is your sexual identity?

- Bisexual
- Gay
- Heterosexual
- Lesbian
- Questioning
- Uncertain

59. With what racial/ethnic group do you identify? (If you are of a multi-racial/multi-ethnic background, mark all that apply.)

- African American / Black
- African
- American Indian \_\_\_\_\_
- Alaskan Native/Hawaiian Native
- Asian
- Asian American
- Caribbean
- Chicano/Latino/Hispanic
- Middle Eastern
- Pacific Islander
- Russian/Eastern European
- White/Caucasian
- Other (please specify) \_\_\_\_\_

60. What is your citizenship status?

- US citizen - born in the United States
- US citizen – naturalized
- Permanent resident (immigrant)
- International (F-1, J-1, or H1-B visa)
- Other (please specify) \_\_\_\_\_

61. What is your religious or spiritual affiliation?

- African Methodist Episcopal (AME)
- Agnostic
- Anabaptist/Amish/Mennonite
- Atheist
- Baptist
- Buddhist
- Eastern Orthodox
- Episcopalian
- Hindu
- Jehovah's Witness
- Jewish
- Later Day Saints (morman)
- Lutheran
- Methodist
- Muslim
- Native American Traditional Practitioner
- Nondenominational Christian
- Pentecostal
- Presbyterian
- Quaker
- Roman Catholic
- Seventh Day Adventist
- Unitarian/Universalism
- United Church of Christ
- Wiccan
- No affiliation
- Other (please specify) \_\_\_\_\_

62. What is your family status?

- Single
- Married
- Ina committed relationship
- Separated, divorced, widowed
- Other (please specify) \_\_\_\_\_

63. What is your annual income?

- below \$10,000
- \$11,000-\$19,999
- \$20,000-\$29,999
- \$30,000-\$39,999
- \$40,000-\$49,999
- \$50,000-\$75,999
- above \$76,000

64. Where is your primary workplace?

- Off-campus
- On-campus



65. In what environment did you grow up?

- Farm/Ranch
- Rural/Non-Farm
- Combination
- Small Town
- Suburban
- Urban
- International
- Other (please specify) \_\_\_\_\_

66. Have you participated in a diversity training program other than Civil Rights Training recently?

- Yes
- No

67. Please indicate the diversity training program(s) you attended and when you attended them.

	Name of the diversity program you attended	When did you attend the program?
Diversity Training Program #1	_____	<input type="checkbox"/> Within the past year
Diversity Training Program #2	_____	<input type="checkbox"/> Within the last 3-5 years
Diversity Training Program #3		<input type="checkbox"/> Do not remember
Diversity Training Program #4		
Diversity Training Program #5		
Diversity Training Program #6		
Diversity Training Program #7		
Diversity Training Program #8		
Diversity Training Program #9		
Diversity Training Program #10		

68. Using a scale of 1-5, please rate the overall workplace climate on the following dimensions:

**(Note: As an example, “friendly—hostile,” 1=very friendly, 2=somewhat friendly, 3=neither friendly nor hostile, 4=somewhat hostile, and 5=very hostile)**

- |   |                          |   |
|---|--------------------------|---|
| Accessible to persons with disabilities –   | <input type="checkbox"/> | 1 |
| Not accessible to persons with disabilities   | <input type="checkbox"/> | 2 |
| Concerned - Indifferent   | <input type="checkbox"/> | 3 |
| Cooperative - Uncooperative   | <input type="checkbox"/> | 4 |
| Friendly - Hostile  | <input type="checkbox"/> | 5 |
| Improving -Regressing   |                          |   |
| Positive for non-native English speakers – Not positive for non-native English speakers   |                          |   |
| Positive for people who identify as lesbian, gay, or bisexual – Not positive for people who identify as lesbian, gay, or bisexual                   |                          |   |
| Positive for people who identify as transgender/gender-queer – Not positive for people who identify as transgender/gender-queer                     |                          |   |
| Positive for people of Jewish heritage - Anti-Semitic (Anti-Jewish)   |                          |   |
| Positive for people of Islamic faith - anti-Islamic   |                          |   |
| Positive for people who practice <b>other than</b> the Christian faith – Not positive for people who practice <b>other than</b> the Christian faith |                          |   |
| Positive for people who practice the Christian faith – Not positive for people who practice the Christian faith                                     |                          |   |
| Positive for people of low socioeconomic classes – Not positive for people of low socioeconomic classes   |                          |   |
| Respectful-Disrespectful  |                          |   |
| Welcoming - Unwelcoming   |                          |   |

69. Using a scale of 1-5, please rate the overall workplace climate on the following dimensions:

**(Note: As an example, 1= “non-racist” and 5 = “racist”)**

- |                           |                          |   |
|---------------------------|--------------------------|---|
| Non-racist - racist       | <input type="checkbox"/> | 1 |
| Non-sexist - sexist       | <input type="checkbox"/> | 2 |
| Non-homophobic-homophobic | <input type="checkbox"/> | 3 |
| Non age-biased-age biased | <input type="checkbox"/> | 4 |
| Non-classist-classist     | <input type="checkbox"/> | 5 |

**S. Part 4. Your Additional Comments**

70. This survey may have raised additional issues or questions for you. If you would like to offer additional insights, thoughts on how you and/or the organization addresses diversity issues or how the organization may improve the workplace climate, please use the space below.

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**Additional Questions developed by each organization - multiple choice questions added after question 67 and additional open-ended questions added after question 68.**

**THANK YOU FOR YOUR PARTICIPATION**

**IN THIS SURVEY**

**Thank you page provided by each organization**