2016 Employee Climate Survey:
Prepared for
Housing & Dining Services

Assessment Group for Diversity Issues

Chair: VP for Diversity, Mary Ontiveros
Committee: Shannon Archibeque-Engle, Paul Doherty, Gene Gloeckner, Chris Henle, Laura Jensen, Dave McKelfresh, Debra Parker, Jennifer Schneider, Paul Thayer, Ria Vigil
This year’s survey was designed to assess the current campus climate of the university.

Results are intended to:
- Provide an overall picture of CSU’s employment experiences and perceptions
- Further CSU’s commitment to institutional accountability
- Inform policies, initiatives, and opportunities that will provide an exceptional and equitable work environment
- Provide a small benchmark for longitudinal data collection and comparison for perceptions of diversity
• Climate Survey designed by the Assessment Group for Diversity Issues

• Administered via Campus Labs in Fall 2016
  – Spanish and hard copy versions available
  – 15 minutes to complete
  – Anonymous
  – Results are reported in aggregate and no identifying information reported (e.g. small cell sizes)
  – Email initiation sent by President Frank
  – Two week follow-up reminder sent by councils to their employee listserv
<table>
<thead>
<tr>
<th>Employee Category</th>
<th># of Respondents</th>
<th># of CSU Employees</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Employees</td>
<td>2,191</td>
<td>7,224</td>
<td>30.3%</td>
</tr>
<tr>
<td>Administrative Professional</td>
<td>1,181</td>
<td>3696</td>
<td>32.0%</td>
</tr>
<tr>
<td>Faculty</td>
<td>345</td>
<td>1,846</td>
<td>18.7%</td>
</tr>
<tr>
<td>State Classified</td>
<td>662</td>
<td>1,682</td>
<td>39.4%</td>
</tr>
<tr>
<td>Unknown</td>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Respondents may not have completed the entire survey; therefore, respondent counts will vary depending on the topic/question.
### Employee Characteristics

<table>
<thead>
<tr>
<th>Employee Characteristics</th>
<th>Survey n = 2,191</th>
<th>SA n = 306</th>
<th>CSU n = 7,224</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gender</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>63.5%</td>
<td>69.5%</td>
<td>52.4%</td>
</tr>
<tr>
<td>Male</td>
<td>34.9%</td>
<td>28.9%</td>
<td>47.6%</td>
</tr>
<tr>
<td>Transgender, Non-Binary, Self-Identify</td>
<td>1.6%</td>
<td>1.7%</td>
<td></td>
</tr>
<tr>
<td><strong>Employees of Color</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Underrepresented</td>
<td>13.8%</td>
<td>21.0%</td>
<td>14.9%</td>
</tr>
<tr>
<td>Non-Underrepresented</td>
<td>86.2%</td>
<td>79.0%</td>
<td>85.1%</td>
</tr>
<tr>
<td><strong>Employee Category</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative Professional (includes RA and postdocs)</td>
<td>54.0%</td>
<td>66.0%</td>
<td>51.2%</td>
</tr>
<tr>
<td>Faculty</td>
<td>15.8%</td>
<td>0.0%</td>
<td>25.6%</td>
</tr>
<tr>
<td>State Classified</td>
<td>30.3%</td>
<td>34.0%</td>
<td>23.3%</td>
</tr>
<tr>
<td><strong>Years Employed at CSU</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Two years or less</td>
<td>19.7%</td>
<td>23.3%</td>
<td></td>
</tr>
<tr>
<td>3 to 5 years</td>
<td>21.4%</td>
<td>25.7%</td>
<td></td>
</tr>
<tr>
<td>6 to 10 years</td>
<td>20.5%</td>
<td>18.7%</td>
<td></td>
</tr>
<tr>
<td>11 to 15 years</td>
<td>14.6%</td>
<td>10.0%</td>
<td></td>
</tr>
<tr>
<td>16 or more years</td>
<td>23.7%</td>
<td>8.3%</td>
<td></td>
</tr>
</tbody>
</table>

*Valid percent reported (excludes missing data)*

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### Respondent Overview

**All Respondents:**
- 8.9% are not full-time appointment
- 7.2% work off-campus
- 38.4% are a primary caretaker of a minor and/or an adult
- 40% are CSU Alumni

**Student Affairs:**
- 66% Admin Pro and 34% State Classified
- 70% Female
- 21% Underrepresented Race/Ethnicity
- 50% employed six or more years
Survey Framework

• Workload
• Work Respect
• Leadership
• Search Committee
• Physical Campus Environment
• Diversity in Your Work Environment
• Campus Trainings
• Campus and Department Perceptions
• Personal and Employee Characteristics
**Survey Framework**

<table>
<thead>
<tr>
<th>Construct</th>
<th>Factors</th>
<th>#</th>
<th>Mean</th>
<th>Std. Dev.</th>
<th># of Items</th>
<th>Cronbach's Alpha</th>
<th>Variance Explained</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workload*</td>
<td>Work Overload</td>
<td>2,155</td>
<td>3.11</td>
<td>1.09</td>
<td>5</td>
<td>0.95</td>
<td>52.32%</td>
</tr>
<tr>
<td></td>
<td>Time Demands &amp; Expectations</td>
<td>2,124</td>
<td>2.85</td>
<td>1.03</td>
<td>4</td>
<td>0.86</td>
<td>10.87%</td>
</tr>
<tr>
<td>Work Respect</td>
<td></td>
<td>2,049</td>
<td>3.79</td>
<td>0.98</td>
<td>4</td>
<td>0.91</td>
<td>72.90%</td>
</tr>
<tr>
<td>Leadership</td>
<td>Executive Leadership</td>
<td>1,411</td>
<td>3.11</td>
<td>0.83</td>
<td>8</td>
<td>0.91</td>
<td>46.28%</td>
</tr>
<tr>
<td></td>
<td>Accountability Standards</td>
<td>1,672</td>
<td>3.03</td>
<td>0.88</td>
<td>4</td>
<td>0.81</td>
<td>10.32%</td>
</tr>
<tr>
<td>Physical Environment</td>
<td></td>
<td>1,884</td>
<td>3.72</td>
<td>0.72</td>
<td>8</td>
<td>0.87</td>
<td>46.85%</td>
</tr>
<tr>
<td>Campus Perceptions</td>
<td>CSU</td>
<td>1,326</td>
<td>3.66</td>
<td>0.71</td>
<td>8</td>
<td>0.91</td>
<td>10.98%</td>
</tr>
<tr>
<td></td>
<td>Department/Unit</td>
<td>1,523</td>
<td>3.51</td>
<td>0.87</td>
<td>8</td>
<td>0.93</td>
<td>48.87%</td>
</tr>
</tbody>
</table>

*Items worded in support of construct. A higher mean can be interpreted as a more negative response.

**All questions were asked on a five-point Likert scale (1 = Strongly Disagree & 5 = Strongly Agree)**
Workload

• Work Overload
  – The amount of work I have to do interferes with the quality I want to maintain (45% Agree=Strongly Agree/Agree), Student Affairs=SA: 41%)
  – My workload is too heavy (39% Agree, SA: 35%)
  – I don't have time to finish my job (37% Agree, SA: 35%)
  – I'm rushed in doing my job (43% Agree, SA: 39%)
  – I feel overburdened in my job (41% Agree, SA: 37%)

• Time Demands & Expectations
  – I am expected to work more than 40 hours a week (40% Agree, SA: 34%)
  – I feel pressure to be reachable for work purposes throughout the day and evening (40% Agree, SA: 32%)
  – I have to stay too many extra hours at my job (31% Agree, SA: 29%)
  – I am expected to put my job ahead of my family or personal life (18% Agree, SA: 14%)
• My work contribution is appreciated (69% Agree, **SA: 77%**)

• I am cared about at work (67% Agree, **SA: 78%**)

• I am treated with respect at work (75% Agree, **SA: 83%**)

• My supervisor supports me and advocates on my behalf (68% Agree, **SA: 74%**)

9/21/2017
My employment category is treated with respect by other employment categories: 57.6% strongly agree or agree.

My job type is not treated with the same respect as other jobs at CSU: 49.0% strongly agree or agree.

There are inequities between employment categories: 68.3% strongly agree or agree.

Accountability is different for different employee categories: 74.7% strongly agree or agree.
Disrespectful Experiences

An individual or a group of individuals…

- Paid little attention to a statement you or others made or dismissed an opinion: 46.4% (Experienced-All), 42.6% (Experienced-Student Affairs)
- Ignored or excluded you or others: 36.5% (Experienced-All), 37.4% (Experienced-Student Affairs)
- Put you or others down or was condescending to you or others in some way: 36.4% (Experienced-All), 34.3% (Experienced-Student Affairs)
- Discounted you or others when you raised issues of inequity: 26.2% (Experienced-All), 26.5% (Experienced-Student Affairs)
- Addressed you or others in unprofessional terms, either publicly or privately: 24.8% (Experienced-All), 23.5% (Experienced-Student Affairs)
- Made demeaning, rude, or derogatory remarks or jokes about you or others: 17.2% (Experienced-All), 15.4% (Experienced-Student Affairs)
- Made unwanted attempts to draw you or others into a discussion of personal matters: 16.7% (Experienced-All), 16.7% (Experienced-Student Affairs)
- Yelled, shouted, or swore at you or others: 13.2% (Experienced-All), 10.2% (Experienced-Student Affairs)
Disrespectful Experiences by Gender

An individual or a group of individuals...

- Put you or others down or was condescending to you or others in some way
  - Males: 32%
  - Females: 39%
  - Self-Identify/Non-Binary/Transgender: 47%

- Paid little attention to a statement you or others made or dismissed an opinion
  - Males: 42%
  - Females: 47%

- Made demeaning, rude, or derogatory remarks or jokes about you or others
  - Males: 17%
  - Females: 17%

- Addressed you or others in unprofessional terms, either publicly or privately
  - Males: 30%
  - Females: 37%

- Ignored or excluded you or others
  - Males: 25%
  - Females: 24%

- Discounted you or others when you raised issues of inequity
  - Males: 30%
  - Females: 26%

- Made unwanted attempts to draw you or others into a discussion of personal matters
  - Males: 17%
  - Females: 16%

- Yelled, shouted, or swore at you or others
  - Males: 14%
  - Females: 11%
An individual or a group of individuals...

- Put you or others down or was condescending to you or others in some way: 35.1% (Non-Underrepresented) 40.2% (Underrepresented)
- Paid little attention to a statement you or others made or dismissed an opinion: 45.1% (Non-Underrepresented) 49.6% (Underrepresented)
- Made demeaning, rude, or derogatory remarks or jokes about you or others: 24.6% (Non-Underrepresented) 23.5% (Underrepresented)
- Addressed you or others in unprofessional terms, either publicly or privately: 15.5% (Non-Underrepresented) 29.5% (Underrepresented)
- Ignored or excluded you or others when you raised issues of inequity: 35.4% (Non-Underrepresented) 40.5% (Underrepresented)
- Discounted you or others when you raised issues of inequity: 23.9% (Non-Underrepresented) 32.4% (Underrepresented)
- Made unwanted attempts to draw you or others into a discussion of personal matters: 15.7% (Non-Underrepresented) 20.3% (Underrepresented)
- Yelled, shouted, or swore at you or others: 12.4% (Non-Underrepresented) 15.1% (Underrepresented)
Accountability Standards

• Employees are held accountable for negative or inappropriate behavior in the workplace (50% Disagree, SA: 40%)

• Employees are held accountable for poor performance in the workplace (50% Disagree, SA: 49%)

• University leaders adequately address negative or inappropriate behavior in the workplace (32% Disagree, SA: 28%)

• Employees in my immediate work environment act ethically and honestly in the workplace (14% Disagree, SA: 12%)
Physical Environment

- My physical environment supports my successful completion of tasks (18% Disagree, SA: 18%)
- I am physically comfortable in my work space (16% Disagree, SA: 14%)
- My physical environment promotes collaboration (23% Disagree, SA: 18%)
- I have the proper equipment and resources available to complete my work (15% Disagree, SA: 10%)
- My physical environment is welcoming of employees from different backgrounds (10% Disagree, SA: 8%)
- My physical environment meets my personal needs (access, bathroom, prayer, lactation) (9% Disagree, SA: 9%)
- My physical environment (e.g. signage, construction hazards, lighting, parking) supports my sense of safety (13% Disagree, SA: 14%)
- Employees respect shared space (e.g. classrooms) (10% Disagree, SA: 9%)
Perceptions of Diversity

Percent of responded Strongly Disagree/Disagree

- CSU understands the importance/value of diversity: 5%
- The campus offers sufficient opportunity for diversity training: 10%
- Upper-level administrators promote respect for cultural differences at CSU: 9%
- Employees of color are treated fairly at CSU: 17%
- There is respect for religious differences here at CSU: 11%
- Employees at CSU treat each other with respect: 12%
- Prejudice and/or acts of bigotry are not tolerated on this campus: 15%
- My supervisor communicates the importance of valuing diversity: 10%
- My supervisor promotes a work environment where all employees feel included: 13%
- Women employees are treated fairly at CSU: 19%

7.5% Non-Underrepresented, 26.2% Underrepresented
12% NU, 27% U
13% males, 27% females, 43% SI/Transgender/NB
Sexual assault and/or sexual misconduct among employees is problematic at CSU

There is racial conflict among employees here at CSU

I feel pressure to change the way I speak, act, or dress in order to "fit in" at CSU

Percent who responded Strongly Agree/Agree

Student Affairs | All

- Sexual assault and/or sexual misconduct among employees is problematic at CSU:
  - Student Affairs: 8.5%
  - All: 12.1%
  - M: 7.8%
  - F: 8.4%
  - T/NB/SI: 31.8%

- There is racial conflict among employees here at CSU:
  - Student Affairs: 15.7%
  - All: 21.6%
  - NU: 12%
  - U: 37%

- I feel pressure to change the way I speak, act, or dress in order to "fit in" at CSU:
  - Student Affairs: 31.5%
  - All: 29.0%
I experienced negative treatment or behavior based on:

- Employee category: 23%
- Years of experience: 17%
- Gender: 20%
- Age: 19%
- Unit or college: 15%
- Appearance: 15%
- Socioeconomic status: 14%
- Caregiver status: 11%
- Religion: 8%
- Race and/or ethnicity: 7%
- Disability: 9%
- Sexual orientation: 3%
- English as 2nd language: 4%
- Country of origin: 2%
- Gender identity: 1%

CSU
Student Affairs
I experienced negative treatment or behavior based on:

- Age: 15% (Males), 20% (Females), 23% (Transgender/Self-Identify/Non-Binary)
- Race and/or ethnicity: 23% (Males), 23% (Females), 34% (Transgender/Self-Identify/Non-Binary)
- Religion: 14% (Males), 5% (Females), 4% (Transgender/Self-Identify/Non-Binary)
- Gender: 24% (Males), 45% (Females), 19% (Transgender/Self-Identify/Non-Binary)
- Sexual orientation: 17% (Males), 2% (Females), 2% (Transgender/Self-Identify/Non-Binary)
- Disability: 21% (Males), 6% (Females), 2% (Transgender/Self-Identify/Non-Binary)
- Socioeconomic status: 19% (Males), 19% (Females), 31% (Transgender/Self-Identify/Non-Binary)
- Job function: 24% (Males), 16% (Females), 40% (Transgender/Self-Identify/Non-Binary)
- Years of experience: 19% (Males), 19% (Females), 26% (Transgender/Self-Identify/Non-Binary)
- Unit or college: 12% (Males), 14% (Females), 24% (Transgender/Self-Identify/Non-Binary)
- Country of origin: 10% (Males), 7% (Females), 1% (Transgender/Self-Identify/Non-Binary)
- English as 2nd language: 7% (Males), 6% (Females), 9% (Transgender/Self-Identify/Non-Binary)
- Caregiver status: 3% (Males), 3% (Females), 7% (Transgender/Self-Identify/Non-Binary)
- Gender Identity: 1% (Males), 1% (Females), 14% (Transgender/Self-Identify/Non-Binary)
I experienced negative treatment or behavior based on:

- Age
- Race and/or ethnicity
- Religion
- Gender
- Sexual orientation
- Disability
- Socioeconomic status
- Job function
- Years of experience
- Unit or college
- Country of origin
- English as 2nd language
- Appearance
- Caregiver status
- Gender identity

Non-Underrepresented Underrepresented
Supervisory training should be required of all supervisors

Diversity training should be required of all supervisors

CSU offers training opportunities aimed at enhancing my ability to do a good job

CSU offers training opportunities aimed at enhancing my ability to work well with others

There are obstacles that prevent me from participating in on-campus training and/or prof. dev.
CSU Campus Perceptions: 2016 vs. 2014

- **Recommend as a place of employment**: 79% (2016) vs. 77% (2014)
- **Climate has become consistently more inclusive of all employees**: 69% (2016) vs. 64% (2014)
- **Provides employees with a positive work experience**: 69% (2016) vs. 69% (2014)
- **Encourages discussions related to diversity**: 66% (2016) vs. 66% (2014)
- **Creates a supportive environment for employees from diverse backgrounds**: 67% (2016) vs. 67% (2014)
- **Retains diverse employees**: 53% (2016) vs. 53% (2014)
- **Improves the campus climate for all employees**: 62% (2016) vs. 62% (2014)
- **Recruits employees from a diverse set of backgrounds**: 67% (2016) vs. 67% (2014)

*2016 Employee Climate Survey*
Department/Unit/Office Perceptions: 2016 vs. 2014

Recommend as a place of employment: 56% (2016) vs. 68% (2014)
Climate has become consistently more inclusive of all employees: 68% (2016) vs. 69% (2014)
Provides employees with a positive work experience: 63% (2016) vs. 69% (2014)
Encourages discussions related to diversity: 50% (2016) vs. 49% (2014)
Creates a supportive environment for employees from diverse backgrounds: 63% (2016) vs. 68% (2014)
Retains diverse employees: 51% (2016) vs. 55% (2014)
Improves the campus climate for all employees: 58% (2016) vs. 58% (2014)
Recruits employees from a diverse set of backgrounds: 59% (2016) vs. 57% (2014)
Key Findings

• The 2014 assessment results revealed minimal between-group differences by employee category, while the 2016 assessment finds consistent and significant employee category differences.

• AP respondents have significantly more favorable responses than SC respondents on average.

• Respondents of color and those who identify as self-identify, transgender, and/or non-binary report experiencing more negative treatment and disrespectful behaviors than their peers.

• Female administrative professional respondents had significantly less favorable scores for Accountability Standards and their perceptions of both CSU and their unit compared to males.
Key Findings

• Executive Leadership and Accountability Standards emerged as having the least favorable perceptions among employees, while overall CSU perceptions and Work Respect had the most favorable perceptions
  – Workload showed a wide variance among employees

• Work respect and unit perceptions would be improved if employees’ physical environment and perceptions of accountability standards improved

• Improving executive leadership perceptions will be most impactful in improving CSU perceptions

• Employees in Student Affairs had significantly more favorable responses in all areas of focus except CSU Perceptions; however, their experiences were not more favorable when examining negative/disrespectful experiences