### Climate Study for Learning, Living, and Working

# University of Missouri

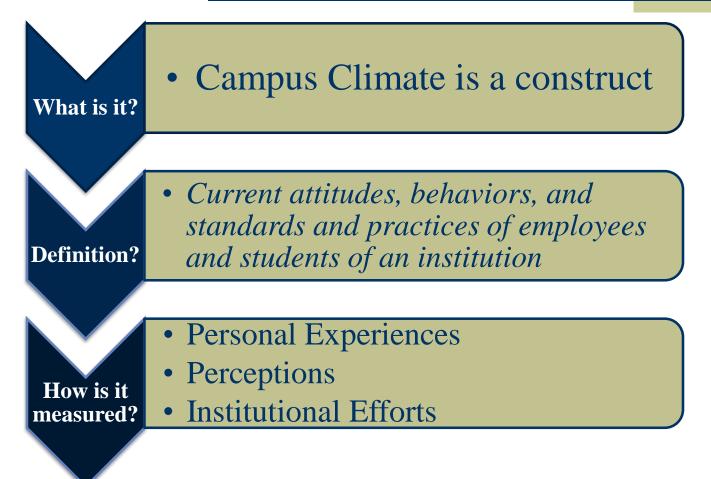
September 12-13, 2017

# Climate In Higher Education



Barcelo, 2004; Bauer, 1998; Kuh & Whitt, 1998; Hurtado, 1998, 2005; Ingle, 2005; Milhem, 2005; Peterson, 1990; Rankin, 1994, 1998, 2003, 2005; Rankin & Reason, 2008; Smith, 2009; Tierney, 1990; Worthington, 2008 2

# Assessing Campus Climate



Rankin & Reason, 2008

## Campus Climate & Students







How students experience their campus environment influences both learning and developmental outcomes.<sup>1</sup>

Discriminatory environments have a **negative effect** on student learning.<sup>2</sup> Research supports the pedagogical value of a **diverse student body** and faculty on **enhancing learning outcomes.**<sup>3</sup>

<sup>1</sup> Pascarella & Terenzini, 1991, 2005; Harper & Hurtado, 2009, Maramba. & Museus, 2011, Patton, 2011, Strayhorn, 2012
 <sup>2</sup> Cabrera, Nora, Terenzini, Pascarella, & Hagedron, 1999; Feagin, Vera & Imani, 1996; Pascarella & Terenzini, 2005
 <sup>3</sup> Hale, 2004; Harper & Quaye , 2004; Harper, & Hurtado, 2009; Hurtado, 2003, Nelson & Niskodé-Dossett, 2010; Strayhorn, 2013

# Campus Climate & Faculty/Staff







The **personal and professional development** of employees including faculty members, administrators, and staff members are impacted by campus climate.<sup>1</sup> Faculty members who judge their campus **climate more positively** are more likely to feel personally **supported** and perceive their work unit as more supportive.<sup>2</sup> Research underscores the relationships between (1) workplace discrimination and negative job/career attitudes and (2) workplace encounters with prejudice and lower health/well-being..<sup>3</sup>

<sup>1</sup>Settles, Cortina, Malley, and Stewart , 2006, Gardner, S. 2013; Jayakumar, Howard, Allen, & Han, J. 2009
<sup>2</sup>Costello, 2012; Sears, 2002; Kaminski, & Geisler, 2012; Griffin, Pérez , Holmes, & Mayo 2010
<sup>3</sup>Silverschanz, Cortina, Konik, & Magley, 2007; Waldo, 1999





### Climate Matters Student Activism in 2016









## **Climate Matters**

#### Student Activism in 2016





# What Are Students Demanding?



While the demands vary by institutional context, a qualitative analysis reveals similar themes across the 76 institutions and organizations (representing 73 U.S. colleges and universities, three Canadian universities, one coalition of universities and one consortium of Atlanta HBCUs.)



Chessman & Wayt explore these overarching themes in an effort to provide collective insight into what is important to today's students in the heated context of racial or other bias-related incidents on college and university campuses.

Source: Chessman & Wayt, 2016; http://www.thedemands.org/



Source: Chessman & Wayt, 2016; http://www.thedemands.org/

### Responses to Unwelcoming Campus Climates

# What are students' behavioral responses?

### Lack of Persistence

30% of respondents have seriously considered leaving their institution due to the challenging climate

What do students offer as the main reason for their departure?

### Suicidal Ideation/Self-Harm



# **Projected Outcomes**



University of Missouri - Columbia (MU) will add to their knowledge base with regard to how constituent groups currently feel about their particular campus climate and how the community responds to them (e.g., work-life issues, curricular integration, intergroup/intra-group relations, respect issues).



MU will use the results of the assessment to inform current/on-going work.

### Setting the Context for Beginning the Work

#### Examine the Research

 Review work already completed

#### Preparation

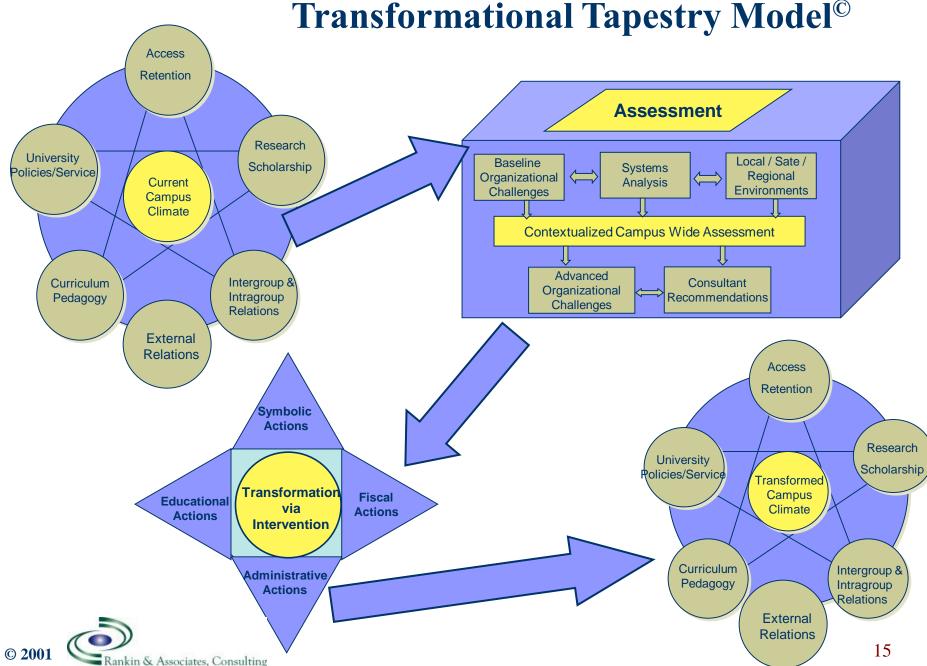
• Readiness of each campus

#### Assessment

• Examine the climate

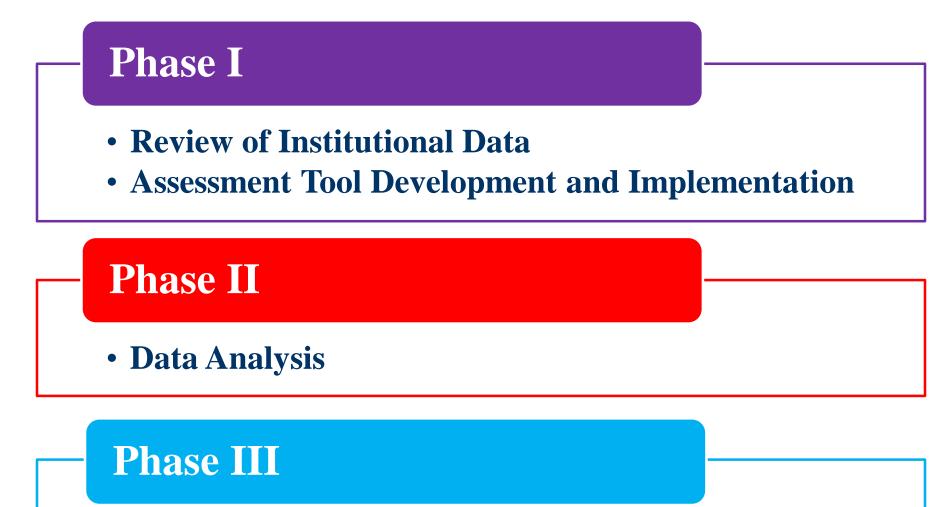
#### Follow-up

 Building on the successes and addressing the challenges



#### **Transformational Tapestry Model<sup>©</sup>**

# Project Overview



• Final Report and Presentation

### Phase I May 2016

In collaboration with R&A, the Systemwide Climate Study Team (SCST; composed of faculty, staff, and administrators across the UM System) was created.

In meetings, the SCST developed the survey instrument; reviewed multiple drafts; and approved the final survey instrument.

### Phase I Fall 2016

The final survey was distributed to the entire MU community via an invitation from Interim Chancellor Henry "Hank" Foley.

The survey was available from October 4<sup>th</sup> to November 4<sup>th</sup>.

# Instrument/Sample



#### Final instrument

- 120 questions including space for respondents to provide commentary
- On-line or paper & pencil options



#### Sample = Population

- All community members were invited to take the survey
- The survey was available from October 4 to November 4, 2016

# Survey Limitations



#### Response rates

# Social desirability

Caution in generalizing results for constituent groups with low response rates

### Phase II Spring 2017

#### Quantitative and qualitative analyses conducted



# Method Limitation

Data were not reported for groups of fewer than 5 individuals where identity could be compromised

Instead, small groups were combined to eliminate possibility of identifying individuals

#### Phase III Summer/Fall 2017

#### Report draft reviewed by the SCST

Final report submitted to MU

Presentation to MU campus community

### **Results: Response Rates**

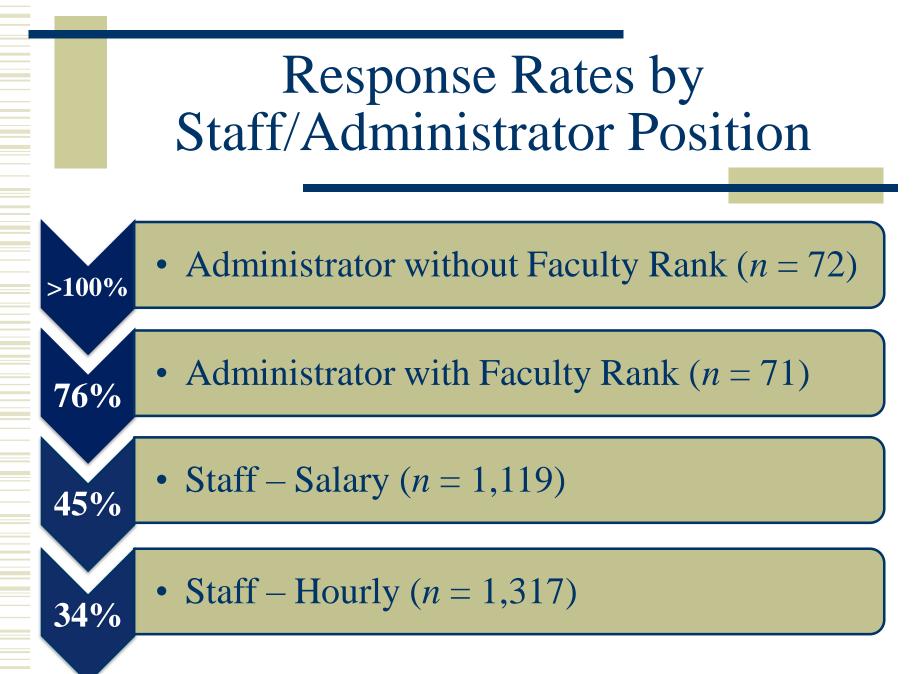


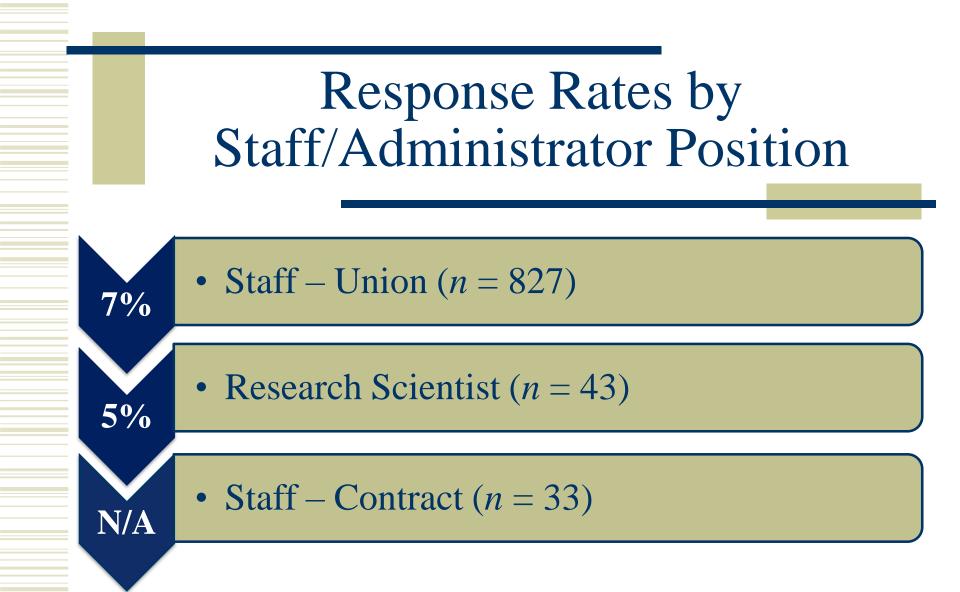
# Who are the respondents?

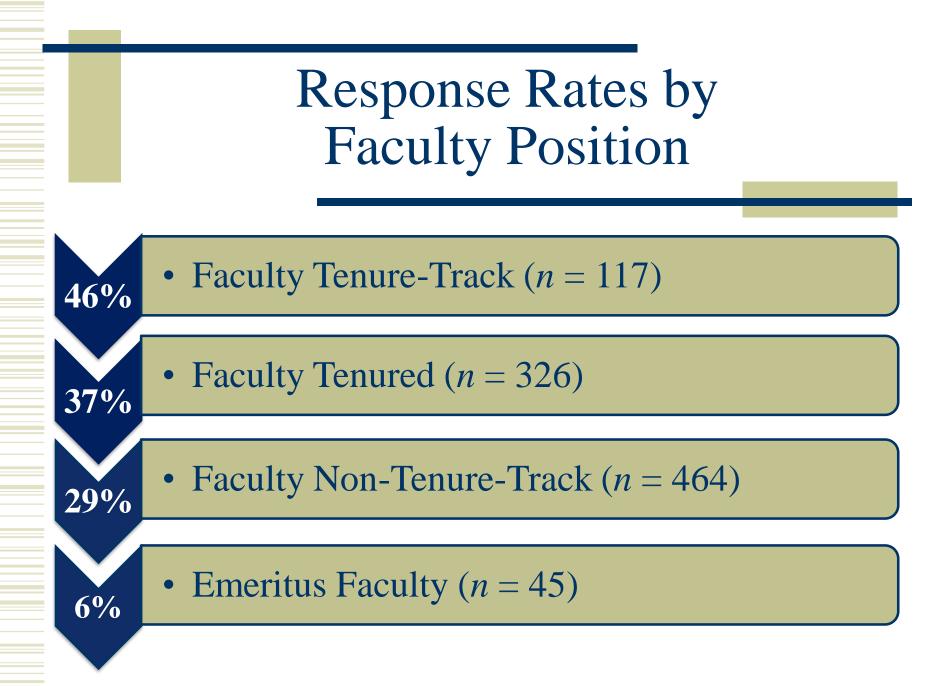


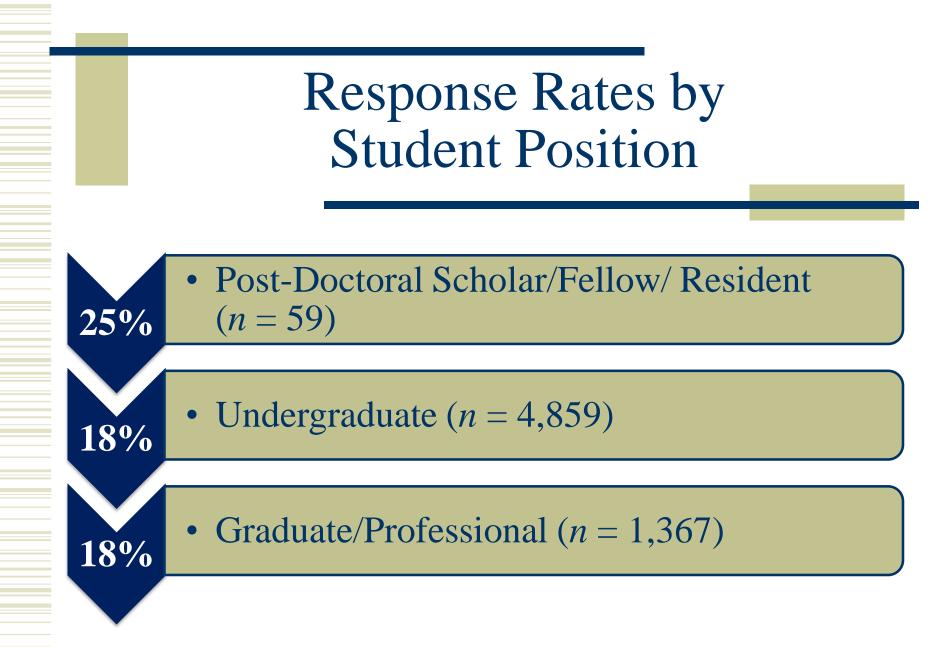
# 9,952 surveys were returned for a22% overall response rate

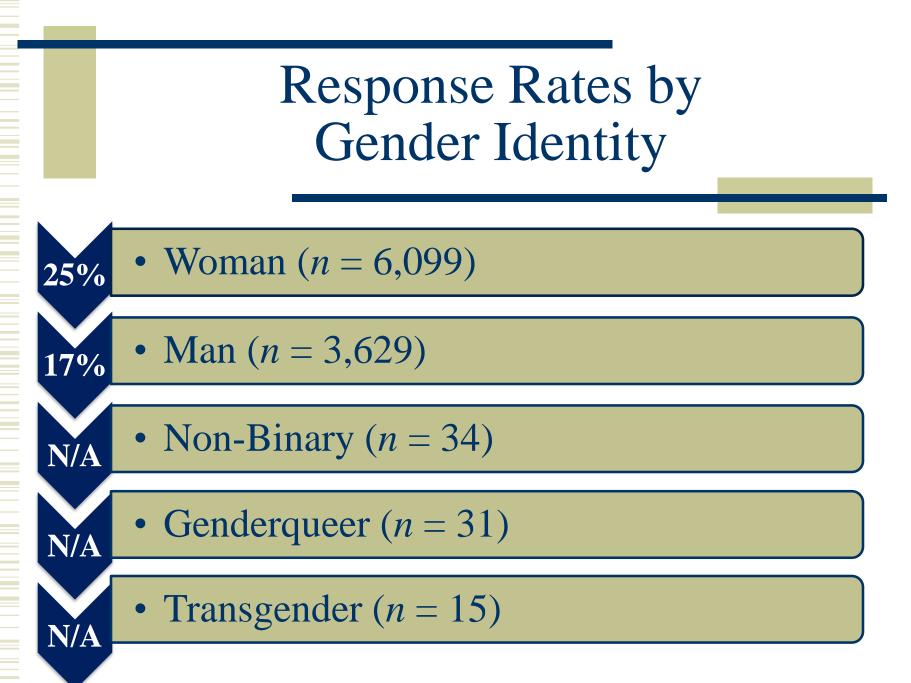


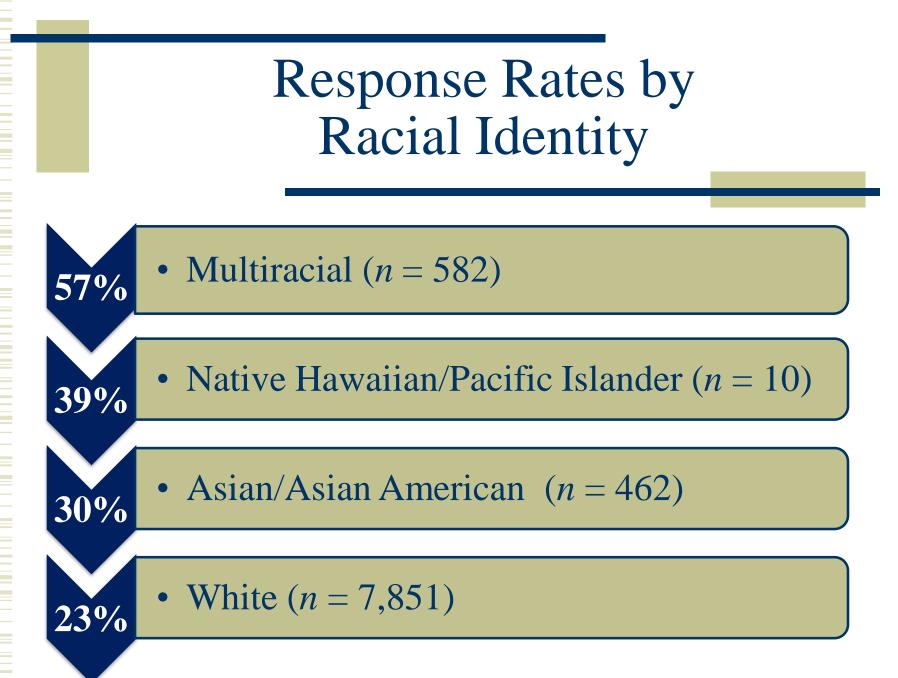


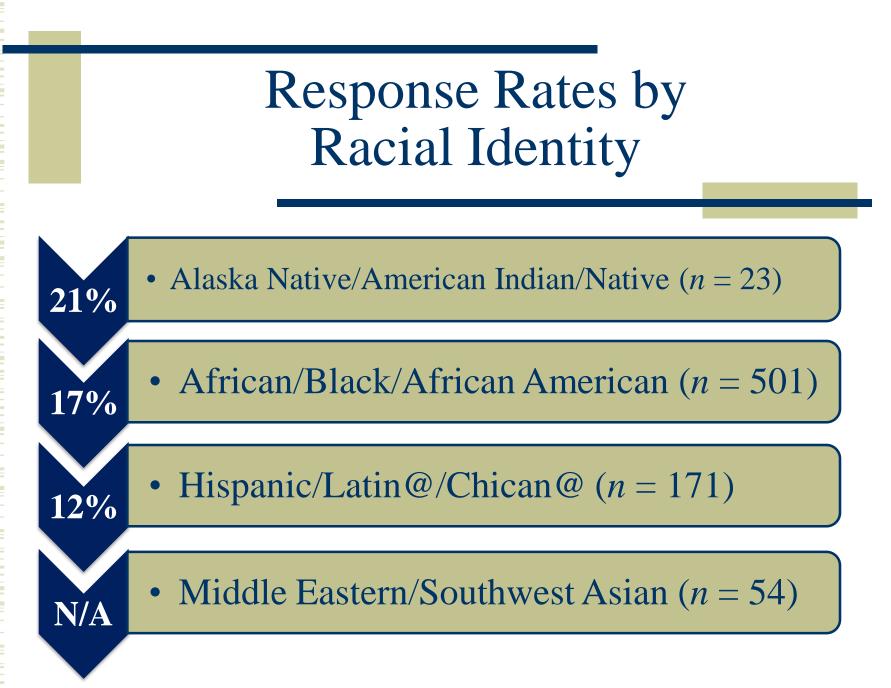


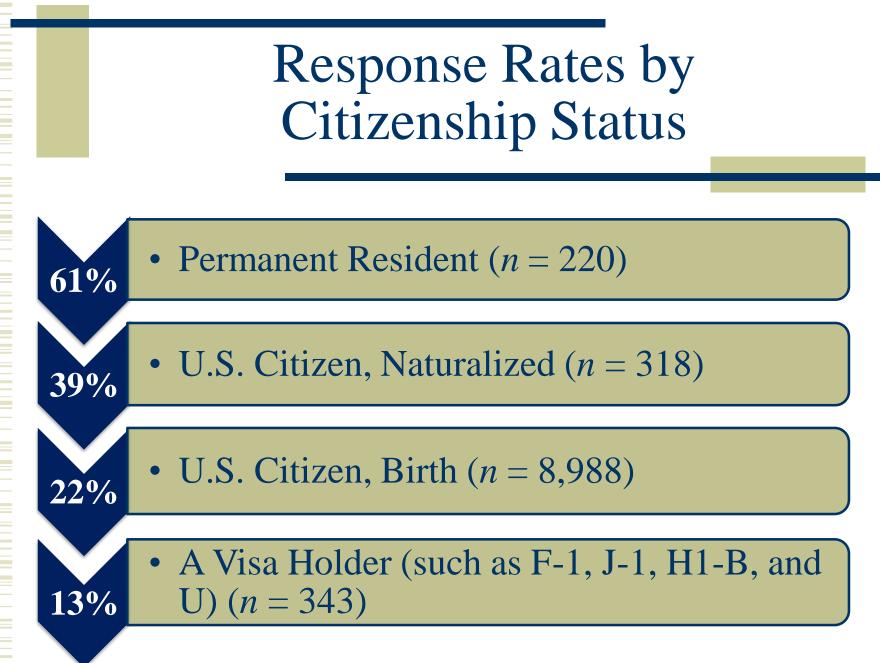










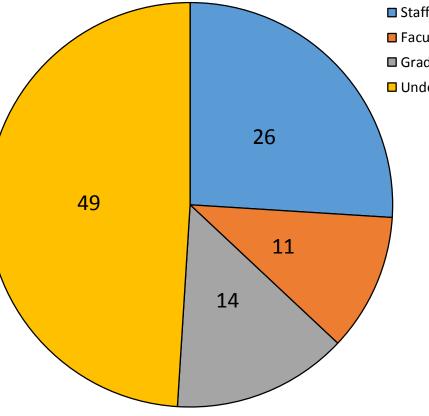




### Additional Demographic Characteristics



### Respondents by Position (%)



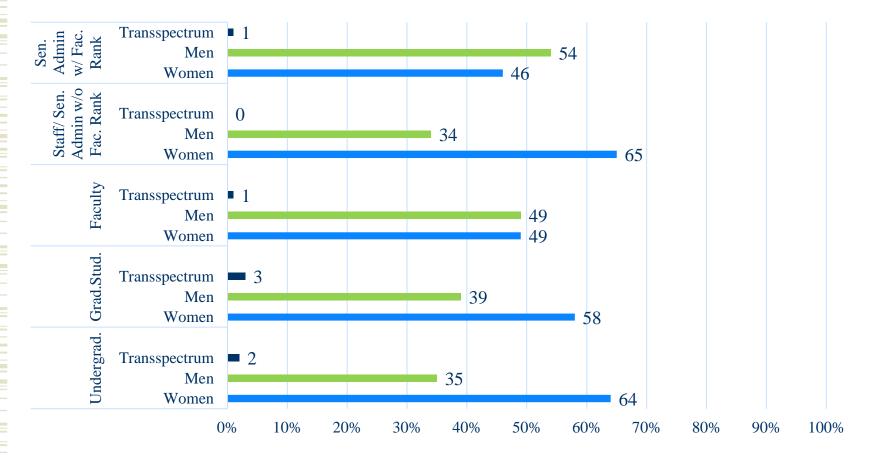
- Staff/Admin w/o Faculty Rank (n = 2,601)
- Faculty/Emeritus/R Scientist/Admin w/Faculty Rank (n = 1,038)
- □ Grad/Professional Std/Post-doc/Fellow/Resident (n = 1,426)
- □ Undergrad Std (n = 4,859)

#### **Full-Time Status**

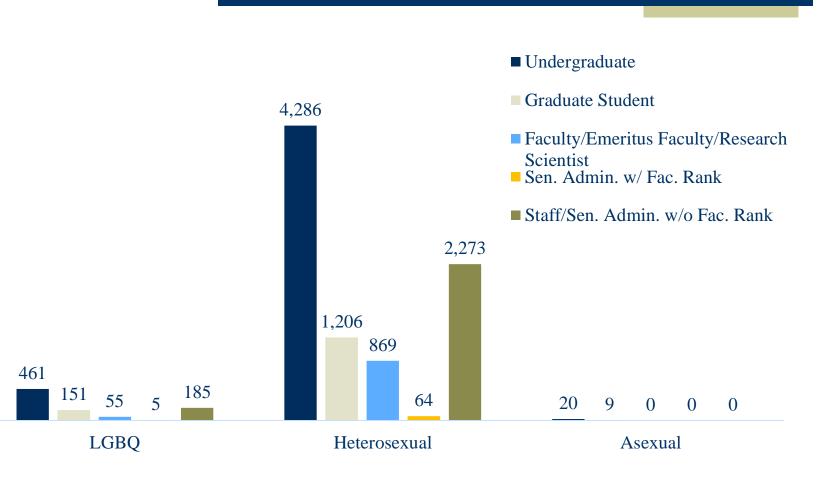
95% (*n* = 9,240) were full-time in their primary positions

Note: For a complete list of Staff respondents' academic divisions/work units, please see Table B20 in Appendix B. Note: For a complete list of Faculty respondents' schools/colleges, please see Table B19 in Appendix B.

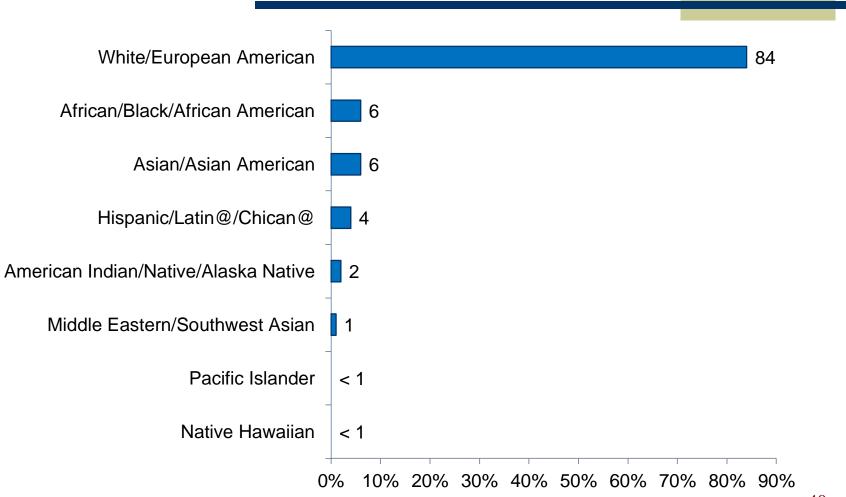
## Respondents by Gender Identity and Position Status (%)



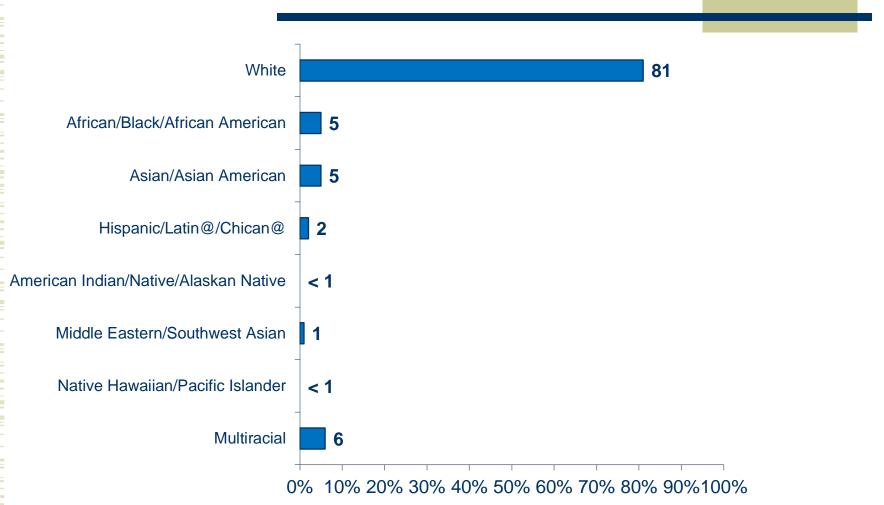
## Respondents by Sexual Identity and Position Status (*n*)



#### Respondents by Racial/Ethnic Identity (%) (Duplicated Total)



#### Respondents by Racial/Ethnic Identity (%) (Unduplicated Total)



#### 12% (n = 1,156) of Respondents Had a Condition/Disability that Influenced Their Learning, Working, or Living Activities

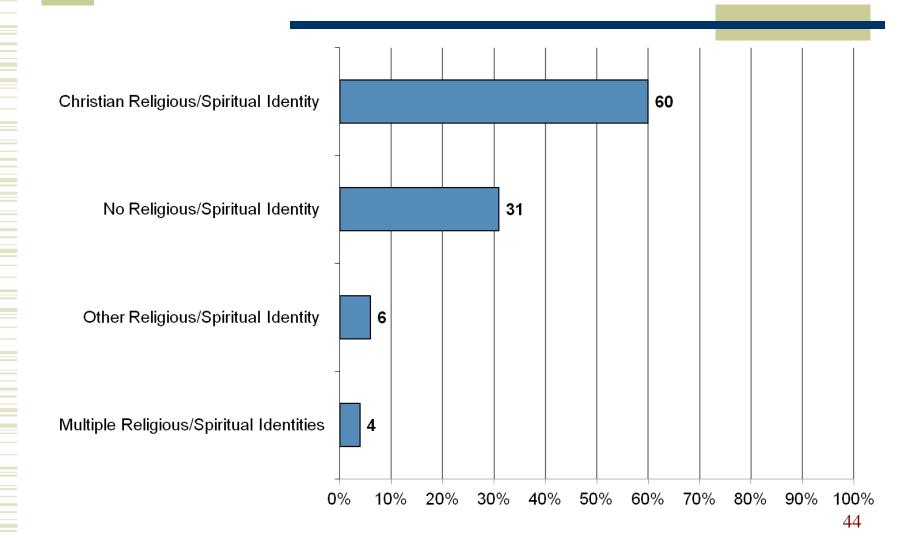
Condition	n	%
Mental health/psychological condition	547	47.3
Developmental/learning difference/disability	334	28.9
Chronic diagnosis or medical condition	288	24.9
Physical/mobility condition that affects walking	87	7.5
Hard of hearing or deaf	78	6.7
Acquired/neurological/traumatic brain injury	49	4.2
Physical/mobility condition that does not affect walking	41	3.5
Low vision or blind	32	2.8
Speech/communication condition	28	2.4
A disability/condition not listed here	57	4.9

#### Respondents with a Disability -Accommodations

30% (*n* = 233) of Student respondents with a disability were registered with MU Disability and Support Services

33% (*n* = 121) of Employee respondents were receiving accommodations for their condition

## Respondents by Religious/Spiritual Identity (%)



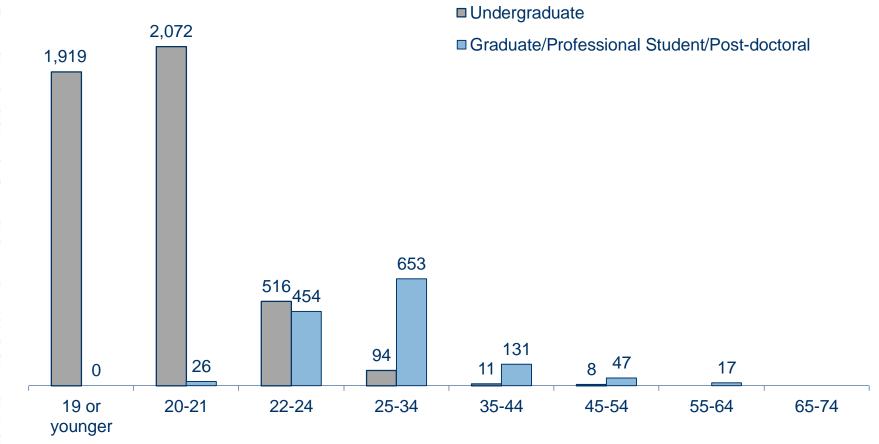
# Citizenship/Immigration Status

Citizenship	n	%
U.S. citizen, birth	8,988	90.3
A visa holder (such as F-1, J-1, H1-B, and U)	343	3.4
U.S. citizen, naturalized	318	3.2
Permanent resident	220	2.2
Other legally documented status	5	0.1

# Military Status

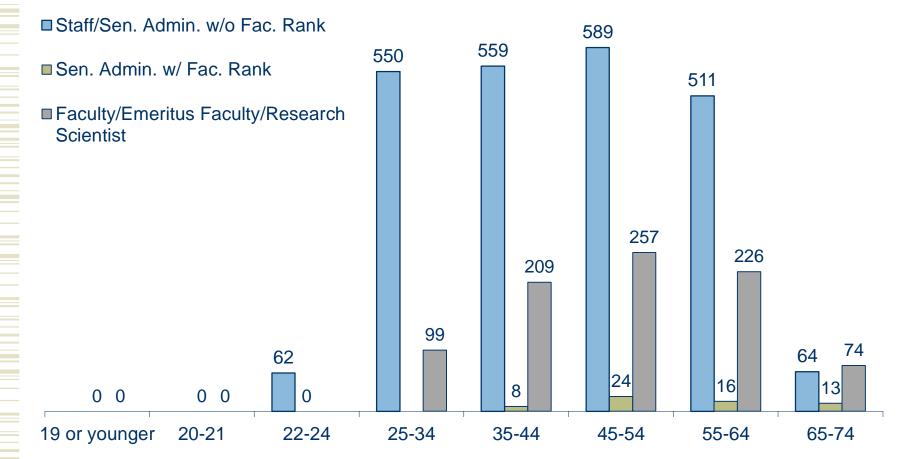
Military	n	%
Never served in the military	9,301	93.5
Now on active duty (including Reserves or National Guard)	57	0.6
On active duty in the past but not now	200	2.0
ROTC	95	1.0

# Student Respondents by Age (n)



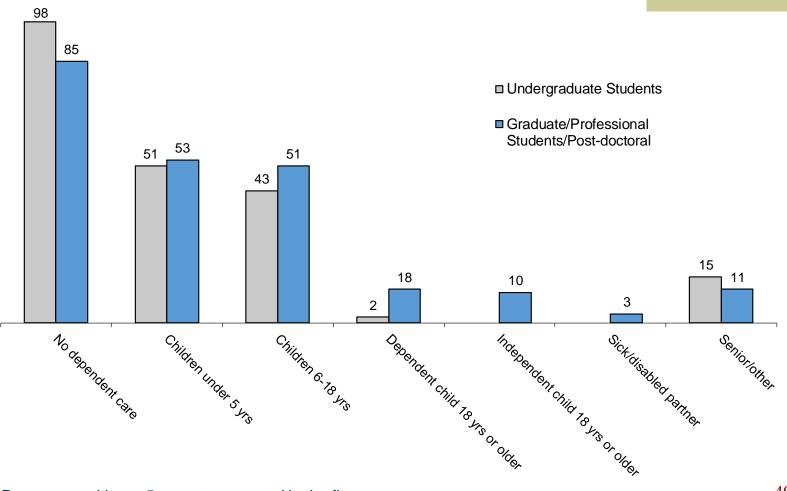
Note: Responses with n < 5 are not presented in the figure.

# Employee Respondents by Age (n)



Note: Responses with n < 5 are not presented in the figure.

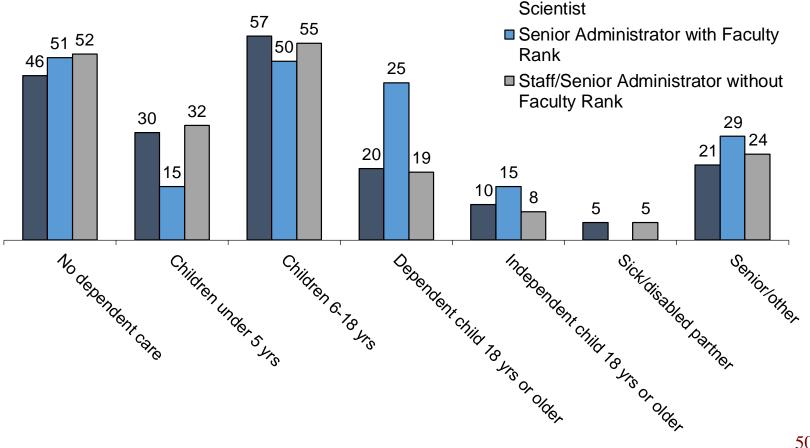
# Student Respondents by Caregiving Responsibilities (%)



Note: Responses with n < 5 are not presented in the figure.

# Employee Respondents by Caregiving Responsibilities (%)

■ Faculty/Emeritus Faculty/Research



#### Student Respondents' Online Coursework

Online coursework	n	%
100%	108	1.7
76% - 99%	88	1.4
51% - 75%	57	0.9
26% - 50%	248	3.9
0% - 25%	5,776	91.9

Note: For a complete list of Undergraduate Student respondents' majors, please see Table B21 in Appendix B. Note: For a complete list of Graduate/Professional Student respondents' academic programs, please see Table B22 in Appendix B. 51

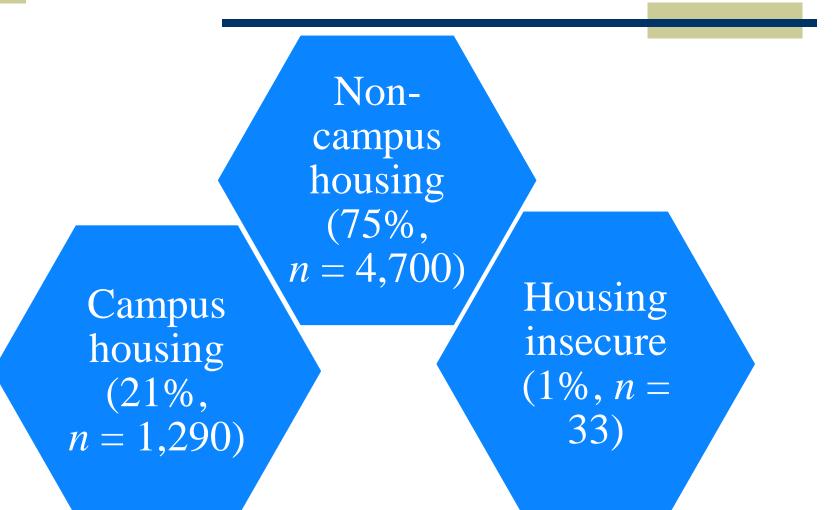
## Undergraduate Student Respondents' Semester in College Career

Semester	n	%
Less than one	1,228	25.3
1 - 2	244	5.0
3-4	1,317	27.1
5-6	1,117	23.0
7 - 8	752	15.4
9 - 10	160	3.3
11 – 12	27	0.5
13 or more	13	0.3

# Student Respondents' Employment

Employment	n	%
No	2,616	41.6
Yes, I work on campus	1,961	31.2
1-10 hours/week	781	39.8
11-20 hours/week	810	41.3
21-30 hours/week	231	11.8
31-40 hours/week	63	3.2
More than 40 hours/week	76	3.9
Yes, I work off campus	1,712	27.2
1-10 hours/week	479	28.0
11-20 hours/week	679	39.7
21-30 hours/week	307	17.9
31-40 hours/week	147	8.6
More than 40 hours/week	100	5.8

# Student Respondents' Residence



# Non-Campus Housing

Where live	n	%
Non-campus housing	4,700	74.8
Non-University affiliated apartment/house	3,507	74.6
University affiliated apartment/house	420	8.9
Sorority or fraternity	401	8.5
Living with family member/guardian	200	4.3
Other organizational/group housing	33	0.7

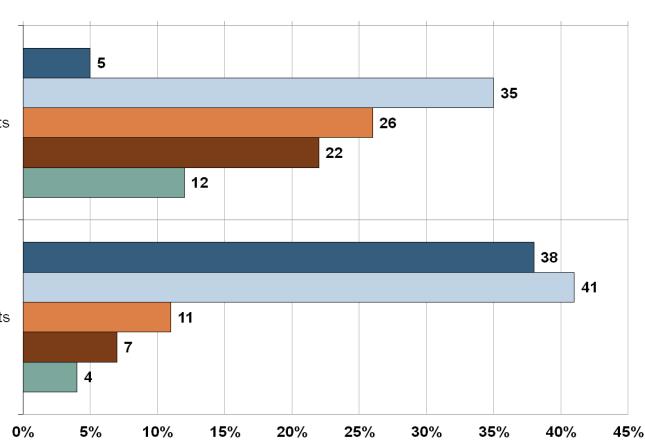
# Campus Housing

Where live	n	%
Campus housing	1,290	20.5
Schurz Hall	95	7.4
Mark Twain Hall	89	6.9
Hatch Hall	87	6.7
Hudson Hall	86	6.7
Gillett Hall	77	6.0
College Avenue Hall	75	5.8
Wolpers Hall	61	4.7
Johnston Hall	58	4.5

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## Undergraduate Student Respondents' Income by Dependency Status (%)

 Below \$30,000
 \$30,000 - \$99,999
 \$100,00 - \$149,999
 \$150,000 - \$249,999
 \$250,000 or more Dependent Students



Independent Students

#### 43% (n = 2,076) of Student Respondents Reported Experiencing Financial Hardship...

Financial hardship	n	%
Affording tuition	1,643	59.9
Purchasing my books/course materials	1,376	50.1
Affording housing	1,329	48.4
Affording food	1,113	40.6
Participating in social events	1,067	38.9
Affording academic related activities	953	34.7
Affording other campus fees	771	28.1
Affording co-curricular events or activities	650	23.7

Note: Table includes Student respondents who reported having experienced financial hardship (n = 2,076) only.

# Financial Hardship Cont'd...

Financial hardship	n	%
Affording unpaid internships/research opportunities	628	22.9
Affording health care	617	22.5
Affording travel to and from MU	553	20.2
Affording commuting to campus (e.g., transportation, parking)	528	19.2
Affording alternative spring breaks	479	17.5
Finding employment	460	16.8
Affording childcare	95	3.5

Note: Table includes Student respondents who reported having experienced financial hardship (n = 2,076) only.

#### How Student Respondents Were Paying For College

Form	n	%
Family contribution	3,383	53.8
Loans	2,660	42.3
Non-need-based scholarship (e.g., Curators,		
Chancellor's Scholar Award)	1,988	31.6
Off-campus employment	1,177	18.7
Personal contribution	1,151	18.3
On-campus employment	1,097	17.5
Grant (e.g., Pell)	1,081	17.2
Need-based scholarship (e.g., Access Missouri)	762	12.1

#### How Student Respondents Were Paying For College Cont'd...

Form	n	%
Graduate/research assistantship	620	9.9
Credit card	456	7.3
Graduate fellowship	188	3.0
GI Bill/veterans benefits	146	2.3
Dependent tuition (e.g., family member works at MU)	114	1.8
Money from home country	98	1.6
Resident assistant	72	1.1

#### Student Respondents' Participation in Clubs or Organizations at MU

Clubs/Organizations	n	%	
Greek letter organization	1,987	31.6	
Academic and academic honorary organizations	1,886	30.0	
Professional or pre-professional organization	1,498	23.8	
Service or philanthropic organization	1,423	22.6	
Faith or spirituality-based organization	1,174	18.7	
I do not participate in any clubs or organizations at MU	1,057	16.8	
Recreational organization	1,049	16.7	

# Student Respondents' Participation in Clubs or Organizations Cont'd...

Clubs/Organizations	n	%
Governance organization (e.g., SGA, SFC, Councils)	515	8.2
Political or issue-oriented organization	453	7.2
Health and wellness organization	432	6.9
Culture-specific organization	414	6.6
Publication/media organization	410	6.5
Intercollegiate athletic team	355	5.6

#### Student Respondents' Cumulative GPA

GPA	Undergraduate		Graduate	
	n	%	n	%
3.75 - 4.00	1,510	31.1	876	64.1
3.50 - 3.74	959	19.7	242	17.7
3.25 - 3.49	789	16.2	99	7.2
3.00 - 3.24	650	13.4	59	4.3
2.75 - 2.99	472	9.7	18	1.3
2.50 - 2.74	204	4.2	7	.5
2.25 - 2.49	109	2.2	< 5	
2.00 - 2.24	63	1.3	< 5	
1.99 and below	31	0.6	< 5	

Findings



## **Comfort Levels**

#### Overall Campus Climate (66%)

Work Areas\* (77%)

Classroom Climate\*\* (84%)

\*Faculty and Staff responses (n = 3,667) only

\*\* Faculty and Student responses (n = 7,351) only.

Undergraduate Student and Senior Administrator with Faculty Rank respondents more comfortable than were Graduate Student and Faculty/Emeritus Faculty/Research Scientist and Staff respondents

First-Year Student respondents more comfortable than were Transfer Student respondents Non-Tenure-Track Faculty respondents more comfortable than were Tenured Faculty and Tenure-Track Faculty respondents

Note: These figures present examples of findings. Please visit the report for a full presentation of significant findings.

Master Degree Candidate and Professional Degree Candidate respondents more comfortable than were Doctoral Degree Candidate respondents

White respondents, Other Respondents of Color, and Hispanic/Latin@/C hican@ respondents more comfortable than were other racial groups Men respondents more comfortable than were Women and Transspectrum respondents

Heterosexual respondents more comfortable than were LGBQ respondents

> Respondents with Christian Religious/Spiritual Identities more comfortable than were other religious/spiritual groups

Respondents with No Disability more comfortable than were respondents with a Single Disability and Multiple Disabilities

Non-U.S. Citizen respondents more comfortable than were U.S. Citizen respondents

> Not-Low-Income Student respondents more comfortable than were Low-Income Student respondents

Non-Military respondents more comfortable than were Military respondents

Not-First-Generation Student respondents more comfortable than were First-Generation Student respondents

> Not-Employed Student respondents more comfortable than were Employed Student respondents

# **Comfort With Primary Work Areas**

Senior Administrator with Faculty Rank respondents more comfortable than were Faculty/ Emeritus Faculty/Research Scientist and Staff respondents

Men Employee respondents more comfortable than were Women and Transspectrum Employee respondents Non-Tenure-Track Faculty respondents more comfortable than were Tenure-Track and Tenured Faculty respondents

Note: These figures present examples of findings. Please visit the report for a full presentation of significant findings.

# **Comfort With Primary Work Areas**

White Employee respondents, Other Employee Respondents of Color, and Multiracial Employee respondents more comfortable than were other racial groups

Employee respondents with No Disability or a Single Disability more comfortable than were Employee respondents with Multiple Disabilities Heterosexual Employee respondents more comfortable than were LGBQ Employee respondents

# **Comfort With Primary Work Areas**

Employee respondents with Christian Religious/Spiritual Identities more comfortable than were other religious/spiritual groups

> Non-Military Employee respondents more comfortable than were Military Employee respondents

U.S. Citizen Employee respondents more comfortable than were Non-U.S. Citizen Employee respondents

Undergraduate Student respondents more comfortable than were Graduate, Faculty/Emeritus Faculty/Research Scientist and Senior Administrator w/Faculty Rank respondents

Men Faculty and Student respondents more comfortable than were Women and Transspectrum Faculty and Student respondents Tenured Faculty respondents more comfortable than were Tenure-Track or Non-Tenure-Track Faculty respondents

Note: These figures present examples of findings. Please visit the report for a full presentation of significant findings.

White Faculty and Student respondents more comfortable than were other racial groups

> Faculty and Student respondents with No Disability more comfortable than were Faculty and Student respondents with a Single Disability or Multiple Disabilities

Heterosexual Faculty and Student respondents more comfortable than were LGBQ Faculty and Student respondents

Faculty and Student respondents with Christian Religious/Spiritual Identities more comfortable than were other religious/spiritual groups

> Military Faculty and Student respondents more comfortable than were Non-Military Faculty and Student respondents

U.S. Citizen Faculty and Student respondents more comfortable than were Non-U.S. Citizen Faculty and Student respondents

Not-Low-Income Student respondents more comfortable than were Low-Income Student respondents

> Not-Employed Student respondents more comfortable than were Employed Student respondents

Not-First-Generation Student respondents more comfortable than were First-Generation Student respondents

# Challenges and Opportunities

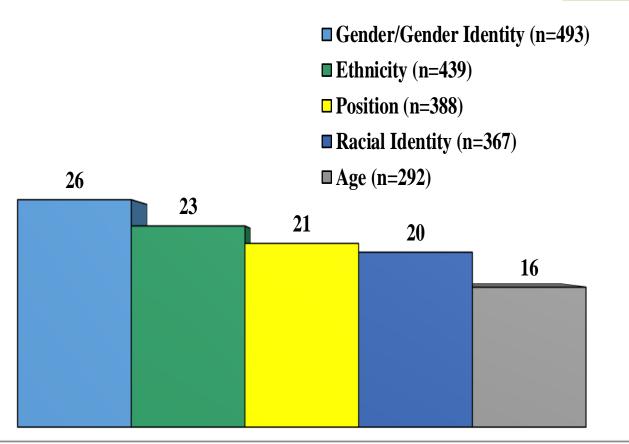


#### Personal Experiences of Exclusionary, Intimidating, Offensive or Hostile Conduct



 1,876 respondents indicated that they had personally experienced exclusionary (e.g., shunned, ignored), intimidating, offensive and/or hostile (bullied, harassed) conduct at MU within the past year

### Personally Experienced Based on...(%)



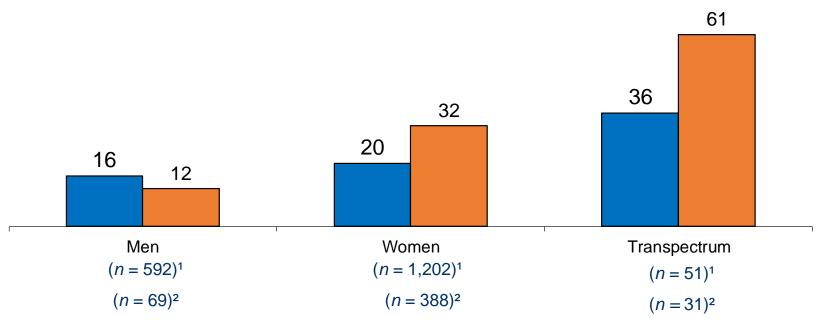
### Top Forms of Experienced Exclusionary, Intimidating, Offensive or Hostile Conduct

Form	n	%
I was ignored or excluded.	753	40.1
I was intimidated/bullied.	677	36.1
I was isolated or left out.	673	35.9
I was the target of derogatory verbal remarks.	519	27.7
I experienced a hostile work environment.	485	25.9

### Personal Experiences of Exclusionary, Intimidating, Offensive or Hostile Conduct as a Result of Gender Identity (%)

Overall experienced conduct<sup>1</sup>

Of those who experienced exclusionary conduct, said they experienced conduct as a result of their gender identity<sup>2</sup>



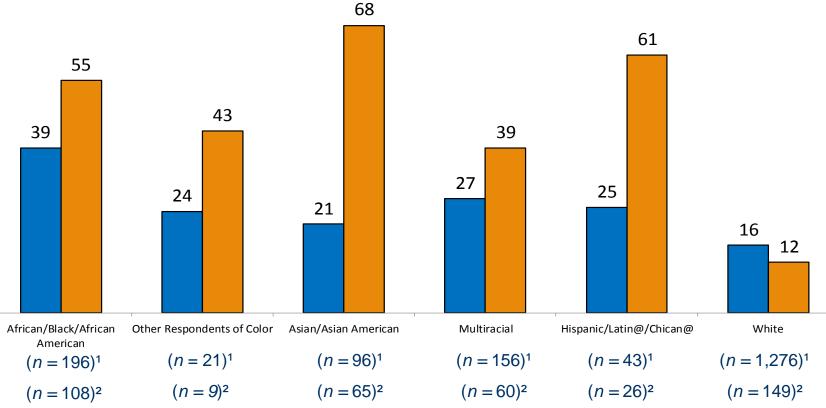
<sup>1</sup> Percentages are based on total n split by group.

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

### Personal Experiences of Exclusionary, Intimidating, Offensive or Hostile Conduct as a Result of Ethnicity (%)

Overall experienced conduct<sup>1</sup>

Of those who experienced exclusionary conduct, said they experienced conduct as a result of ethnicity<sup>2</sup>



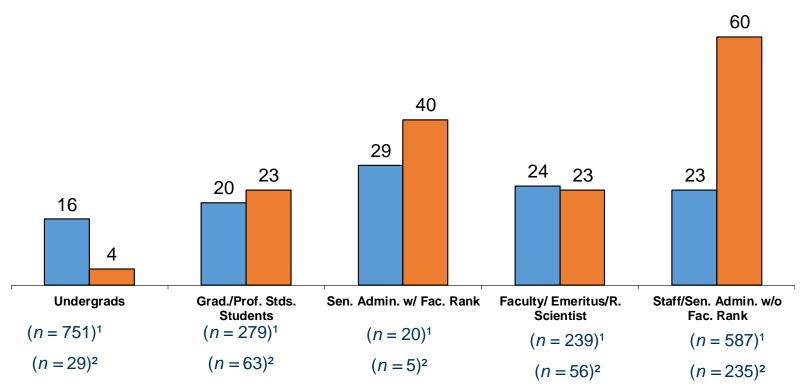
<sup>1</sup> Percentages are based on total n split by group.

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

### Personal Experiences of Exclusionary, Intimidating, Offensive or Hostile Conduct as a Result of Position Status (%)

Overall experienced conduct<sup>1</sup>

Of those who experienced exclusionary conduct, said they experienced conduct as a result of position status<sup>2</sup>



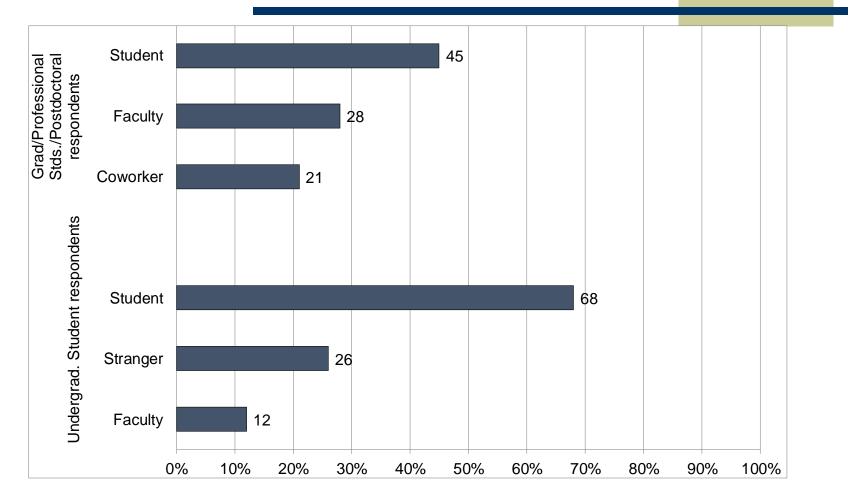
<sup>1</sup> Percentages are based on total n split by group.

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

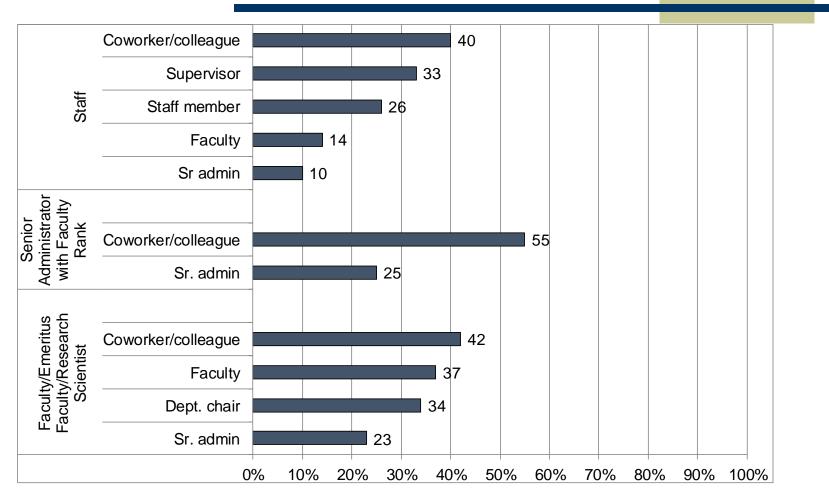
## Top Locations of Experienced Conduct

Location	n	%
In other public spaces at MU	456	24.3
While working at a MU job	454	24.2
In a meeting with a group of people	376	20.0
In a class/lab/clinical setting	371	19.8
In a staff office	354	18.9
While walking on campus	321	17.1

### Source of Experienced Conduct by Student Position (%)



### Source of Experienced Conduct by Employee Status (%)



# What did you do? Emotional Responses

- Felt angry (67%)
- Felt embarrassed (41%)
- Was afraid (30%)
- Ignored it (28%)
- Felt somehow responsible (16%)

# What did you do? Actions

- Told a friend (42%)
- Avoided the person/venue (40%)
- Didn't do anything (36%)
- Told a family member (34%)

12% (n = 217) of Respondents who Experienced Conduct Reported It

Felt that it was not responded to appropriately (68%)

While the outcome was not what I had hoped for, I felt as though my complaint was responded to appropriately (17%)

Felt satisfied with the outcome (15%)

## Qualitative Themes Experienced Exclusionary Conduct

Racism, reverse racism, and protests

# Inclusion concerns for women & LGBTQ People

Unhealthy and unpleasant relationship dynamics

Fear of retaliation and reporting

## Top Facilities Barriers for Respondents with Disabilities

Barrier	n	%
Classroom buildings	128	11.8
Campus transportation/parking	122	11.3
Classrooms, labs (including computer labs)	113	10.4
Counseling services	107	9.9
Office furniture (e.g., chair, desk)	92	8.5
Temporary barriers due to construction or maintenance	84	7.8
Walkways, pedestrian paths, crosswalks	78	7.4

Note: Only answered by respondents who indicated on the survey that they had a disability (n = 1,156).

### Top Technology/Online Environment Barriers for Respondents with Disabilities

Barrier	n	%
Accessible electronic format	69	6.5
Computer equipment (e.g., screens, mouse, keyboard)	52	4.9
Website	45	4.3

### Top Identity Barriers for Respondents with Disabilities

Barrier	n	%
Intake forms (e.g., Student Health, Counseling, Disability Support, Registrar)	55	5.2
Surveys	48	4.6
Learning technology	46	4.4
Electronic databases (e.g., PeopleSoft, myLearn, myPerformance, Pathway)	42	4.0

Note: Only answered by respondents who indicated on the survey that they had a disability (n = 1,156).

## Top Instructional/Campus Barriers for Respondents with Disabilities

Barrier	n	%
Food menus	49	4.6
Textbooks	47	4.5
Video-closed captioning and text description	45	4.3
Syllabi	40	3.8

Note: Only answered by respondents who indicated on the survey that they had a disability (n = 1,156).

Qualitative Themes for Respondents with Disabilities: Accessibility of MU Campus

Challenges seeking mental health support

Physical accessibility barriers and challenges

Lack of support for testing and course material accommodations

## Top Facilities Barriers for Transspectrum Respondents

Barrier	n	%
Restrooms	15	19.5
Athletic and recreational facilities	11	14.1
Other campus buildings	10	13.0
Changing rooms/locker rooms	10	12.8
University housing (e.g., residence halls)	9	11.5
Student health center	6	7.8
Studios/performing arts spaces	6	7.8
Campus transportation/parking	5	6.5
Dining facilities	5	6.4

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## Top Identity Accuracy Barriers for Transspectrum Respondents

Barrier	n	%
MU college ID card	13	17.1
Surveys	13	17.1
Electronic databases (e.g., PeopleSoft, myLearn,		
myPerformance, Pathway)	12	16.0
Intake forms (e.g., student health)	12	15.8
Moodle/Blackboard	11	14.5
Learning technology	8	10.7
Email account	8	10.5

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## Top Instructional/Campus Materials Barriers for Transspectrum Respondents

Barrier	n	%
Forms	15	19.7
Syllabi	8	10.5

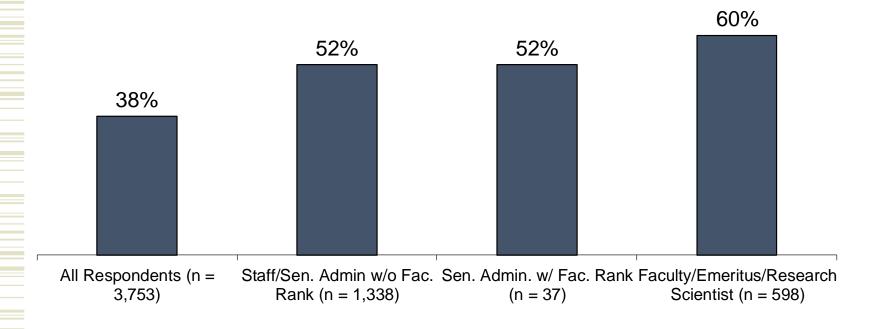
Qualitative Themes for Transspectrum Respondents: Accessibility of MU Campus

Frustration and disapproval towards genderqueer, gender non-binary, or trans questions (by those who were not transsepctrum)

# Intent to Persist



### Employee Respondents Who Seriously Considered Leaving MU



### Top Reasons Employee Respondents Seriously Considered Leaving MU

Reason	n	%
Low salary/pay rate	1,148	58.2
Limited opportunities for advancement	940	47.6
Increased workload	647	32.8
Interested in a position at another institution	592	30.0
Lack of a sense of belonging	554	28.1
Tension with supervisor/manager	511	25.9
Lack of institutional support (e.g., tech support, lab		
space/equipment)	491	24.9
Campus climate was not welcoming	483	24.5

Note: Table includes answers from only those Employee respondents who indicated that they considered leaving (n = 1,973). 104

### Top Reasons Faculty Respondents Seriously Considered Leaving MU

Reason	n	%
Low salary/pay rate	358	56.4
Lack of institutional support	268	42.2
Interested in a position at another institution	243	38.3
Increased workload	214	33.7
Lack of a sense of belonging	199	31.3
Limited opportunities for advancement	193	30.4
Campus climate was not welcoming	178	28.0
Recruited or offered a position at another institution	177	27.9
Tension with supervisor/manager	109	17.2
Lack of professional development opportunities	98	15.4
Tension with colleague/co-worker	86	13.5
Lack of benefits	83	13.1

### Top Reasons Staff Respondents Seriously Considered Leaving MU

Reason	n	%
Low salary/pay rate	790	59.0
Limited opportunities for advancement	747	55.8
Increased workload	433	32.4
Tension with supervisor/manager	402	30.0
Lack of a sense of belonging	355	26.5
Interested in a position at another institution	349	26.1
Lack of professional development opportunities	324	24.2
Campus climate was not welcoming	305	22.0
Tension with colleague/co-worker	243	18.2
Lack of institutional support	223	16.7
Recruited or offered a position at another institution	165	12.3
Lack of benefits	114	8.5

Note: Table includes answers from only those Staff respondents who indicated that they considered leaving (n = 1,338). 106

Qualitative Themes for Staff Respondents Why Considered leaving...

## Concerns with leadership

## Dissatisfaction with their salaries

Lack of opportunity for advancement

Qualitative Themes for Faculty/Emeritus Faculty/Research Scientist Respondents Why Considered leaving...

## Low sense of belonging

## Leadership concerns

Low pay and no raises

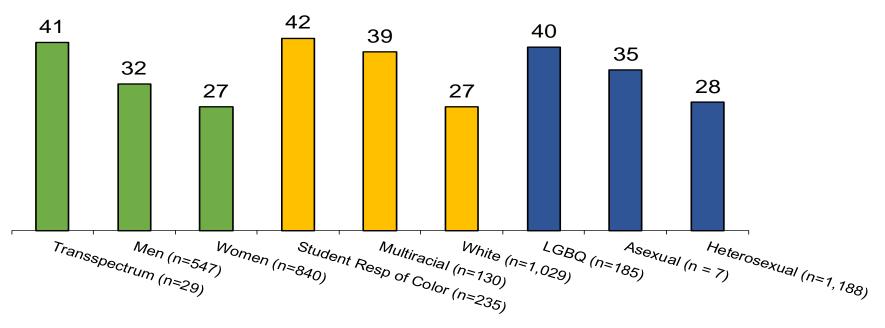
Qualitative Themes for Senior Administrator with Faculty Rank Respondents Why Considered leaving...

# Leadership concerns

Low pay

# Student Respondents Who Seriously Considered Leaving MU 38% 29% 25% All Respondents (n = 3,753)Undergrads. (n = 1,420)Grad./Prof. Stds (n = 360)

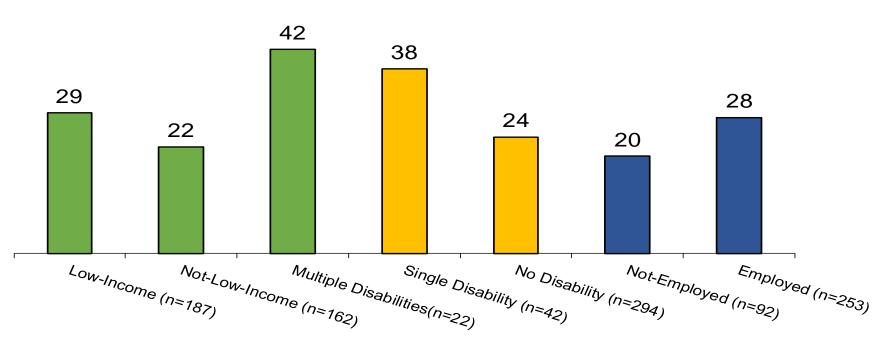
Undergraduate Student Respondents Who Seriously Considered Leaving MU by Gender Identity, Racial Identity, and Sexual Identity (%)



Note: These are examples of findings. For all findings, please see the full report.

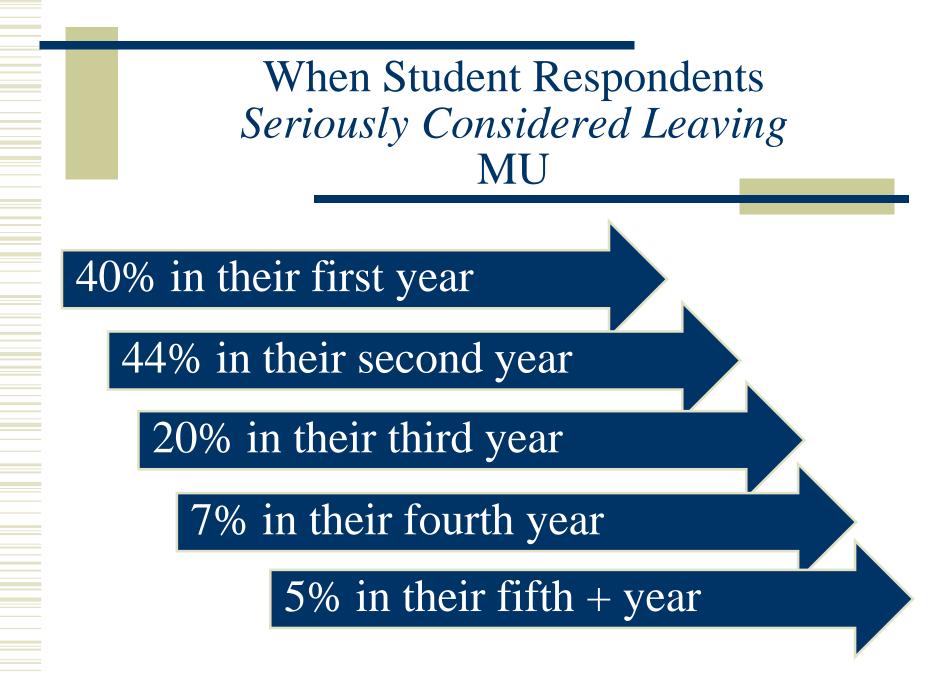
111

Graduate Student Respondents Who Seriously Considered Leaving MU by Income Status, Disability Status, and Employment Status (%)



Note: These are examples of findings. For all findings, please see the full report.

112



#### Top Reasons Why Student Respondents Seriously Considered Leaving MU

Reason	n	%
Lack of a sense of belonging	857	48.1
Climate was not welcoming	741	41.6
Lack of social life	434	24.4
Homesick	394	22.1
Lack of support group	391	22.0
Personal reasons (e.g., medical, mental health, family		
emergencies)	366	20.6
Financial reasons	360	20.2

Note: Table includes answers from only Student respondents who indicated that they considered leaving (n = 1,780).

Qualitative Themes for Undergraduate Student Respondents Why Considered leaving...

Academic concerns

# Experiences of the protests during the Fall of 2015

Identity-based exclusion and hostility

General challenges sense of belonging

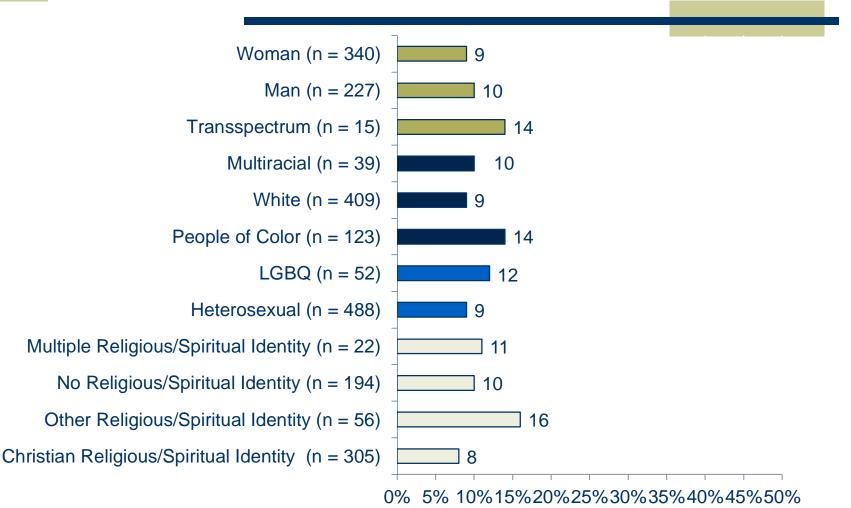
Qualitative Themes for Graduate Student Respondents Why Considered leaving...

Advisors and faculty

Inclusion concerns

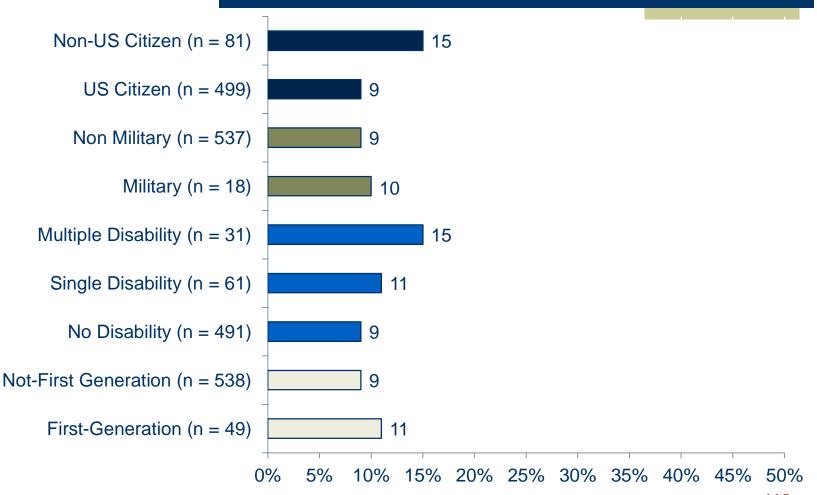
Experiences and perceived impact of the protests

Undergraduate Student Respondents Who Agreed It Was Likely They Will Leave MU Without Meeting Their Academic Goal (%)



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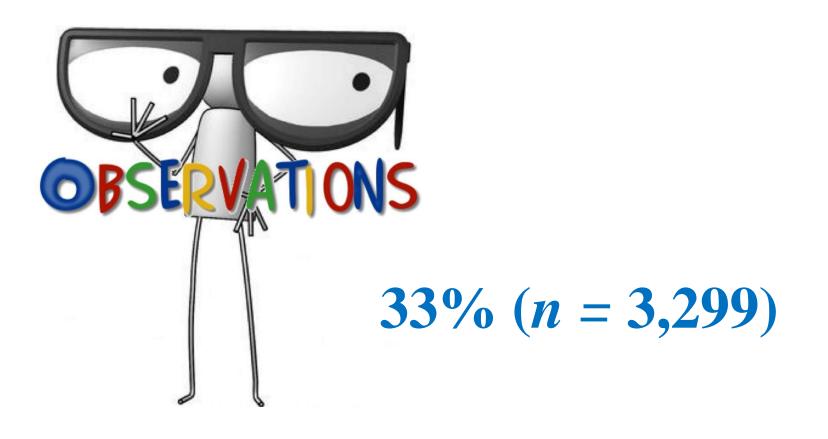
Graduate Student Respondents Who Agreed It Was Likely They Will Leave MU Without Meeting Their Academic Goal (%)



# Perceptions



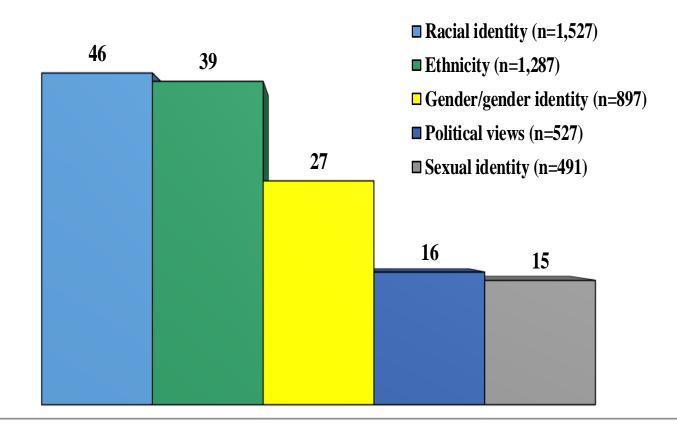
Respondents who observed conduct or communications directed towards a person/group of people that created an exclusionary, intimidating, offensive and/or hostile working or learning environment...



#### Top Forms of Observed Exclusionary, Intimidating, Offensive, or Hostile Conduct

	n	%
Derogatory verbal remarks	2,050	62.1
Person intimidated/bullied	1,061	32.2
Racial/ethnic profiling	1,029	31.2
Person ignored or excluded	928	28.1
Person isolated or left out	798	24.2

#### Observed Exclusionary, Intimidating, Offensive, or Hostile Conduct Based on...(%)



#### **Source** of Observed Exclusionary, Intimidating, Offensive, or Hostile Conduct

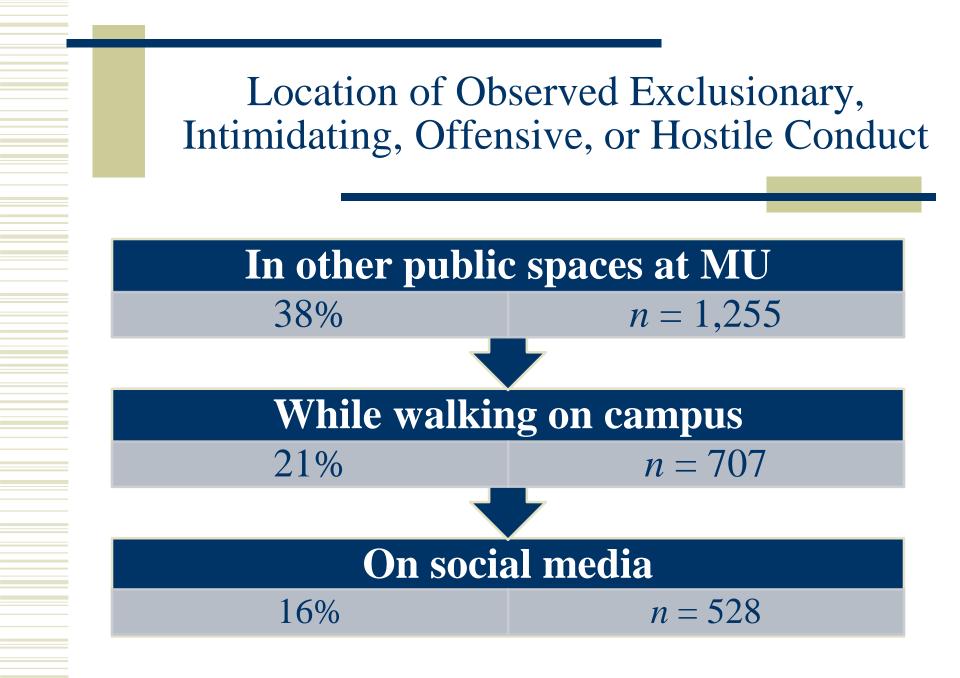
# Source

- Student (55%)
- Stranger (20%)
- Faculty member/other instructional staff (14%)

#### **Target** of Observed Exclusionary, Intimidating, Offensive, or Hostile Conduct

# Target

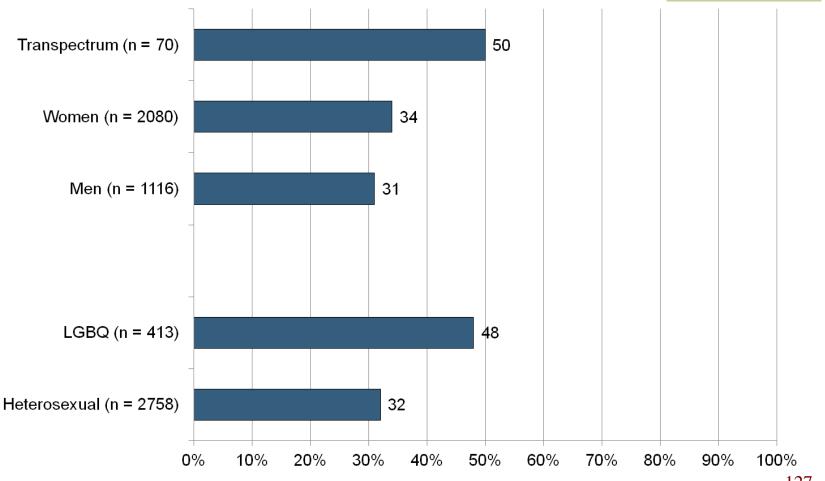
- Student (63%)
- Friend (20%)
- Stranger (17%)
- Coworker/colleague (14%)



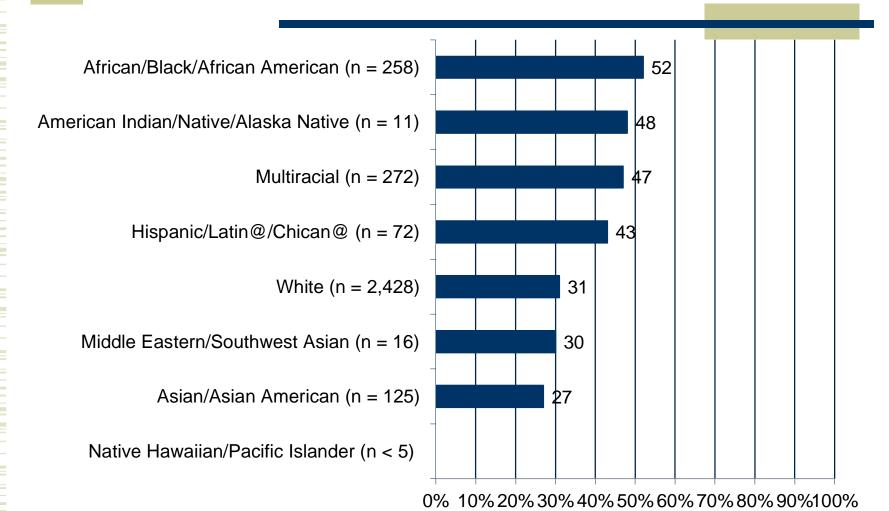
#### Observed Exclusionary, Intimidating, Offensive, or Hostile Conduct by Position (%)

Staff (n = 794)31 Graduate/Prof./Post-doc Students (n = 462) 33 Undergraduate Students (n = 1668) 34 FacultyEmeritus/R. Scientist (n = 347) 35 Sen. Admin. w/ Faculty Rank (n = 28) 39 Transfer Students (n = 153) 28 First-Year Students (n = 1515) 35 Non-Tenure-Track Faculty (n = 132)29 Tenure-Track Faculty (n = 49)42 Tenured Faculty (n = 134)42 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

#### Observed Exclusionary, Intimidating, Offensive, or Hostile Conduct by Gender and Sexual Identity (%)

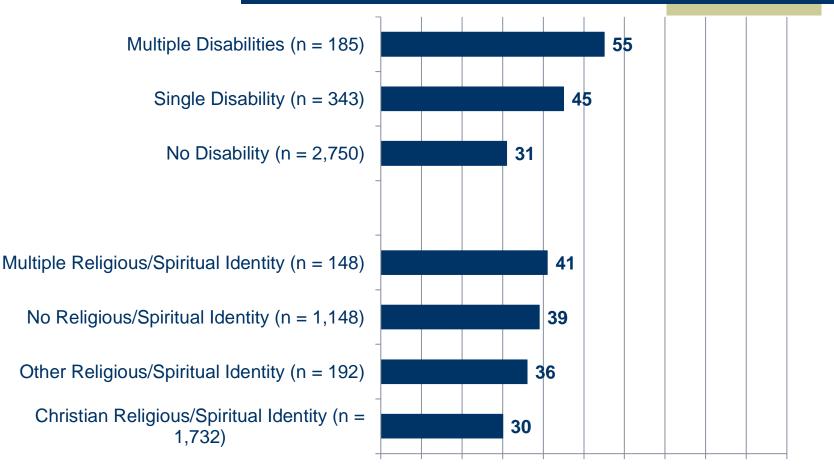


#### Observed Exclusionary, Intimidating, Offensive, or Hostile Conduct by Racial Identity (%)



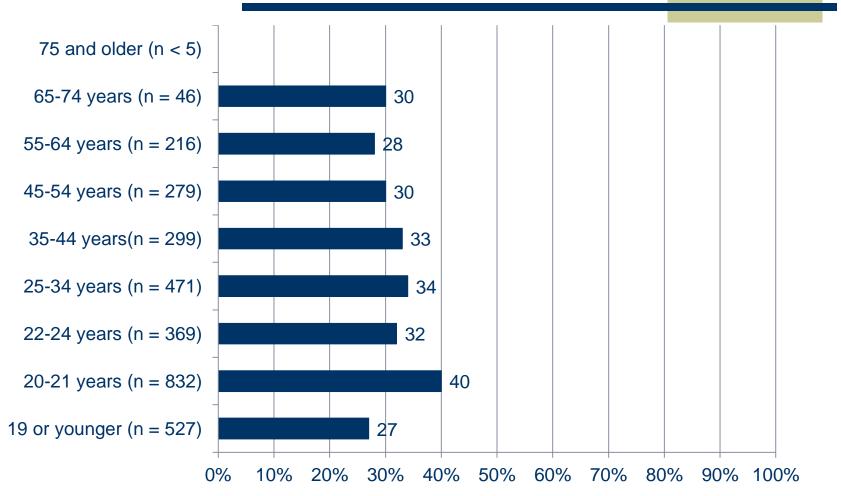
128

Observed Exclusionary, Intimidating, Offensive, or Hostile Conduct by Disability Status and Religious/Spiritual Identity (%)

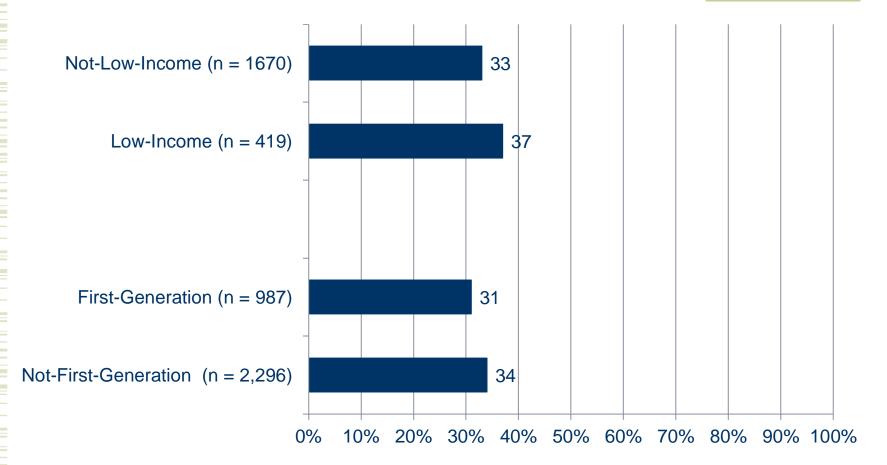


0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

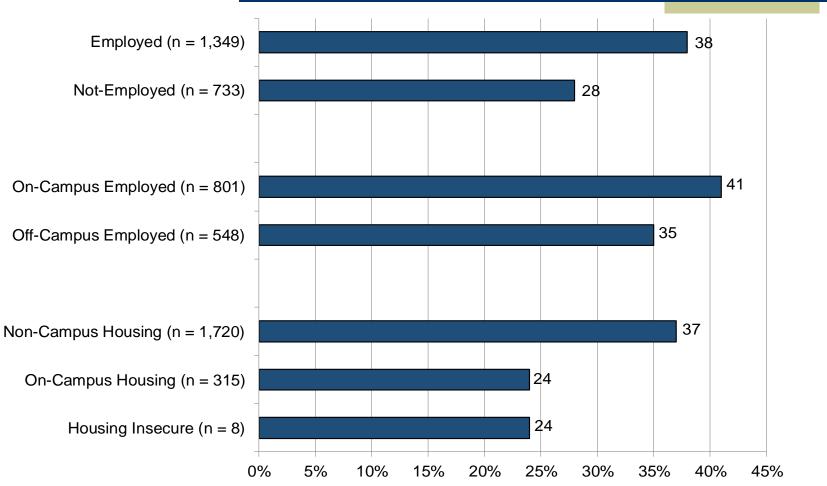
#### Observed Exclusionary, Intimidating, Offensive, or Hostile Conduct by Age (%)



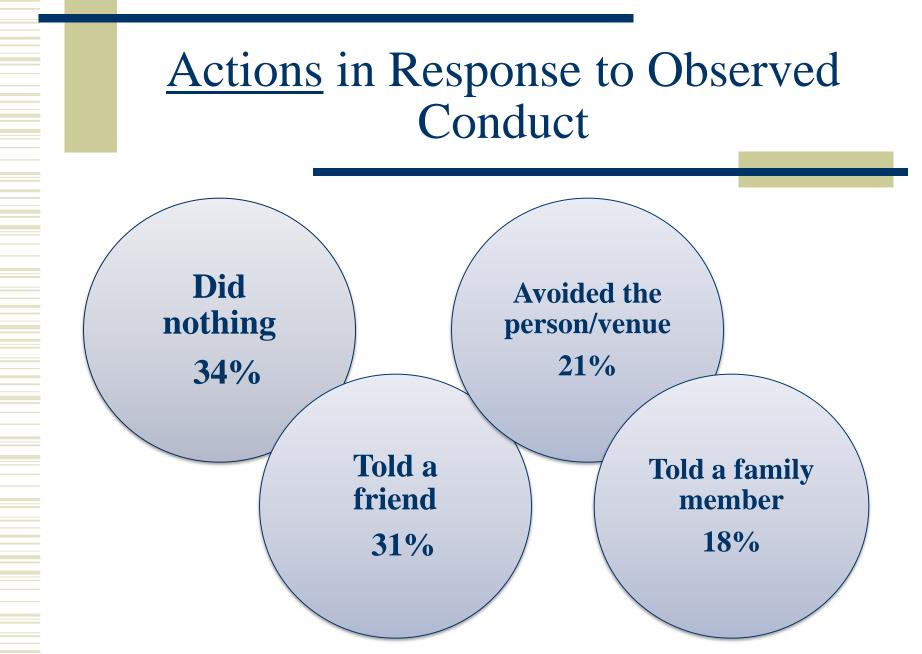
#### Observed Exclusionary, Intimidating, Offensive, or Hostile Conduct by Low-Income and First-Generation Status (%)



#### Observed Exclusionary, Intimidating, Offensive, or Hostile Conduct by Employment and Housing Status (%)



132



8% (*n* = 238) of Respondents who Observed Conduct Reported It

Felt that it was not responded to appropriately (44%)

While the outcome was not what I had hoped for, I felt as though my complaint was responded to appropriately (28%)

Felt satisfied with the outcome (28%)

# Qualitative Themes Observed Conduct

Exclusionary behavior based on race

Challenges with reporting/fear of retaliation

Student respondents concerns of conduct observed during the Fall 2015 protest

Observations of hostility among faculty members and within Greek organizations

# **Employee Perceptions**



Employee Perceptions of Unjust Hiring Practices

21% (n = 207) of Faculty/Emeritus Faculty/Research Scientist respondents

24% (n = 17) of Senior Administrator with Faculty Rank respondents

20% (n = 514) of Staff /Senior Administrator without Faculty Rank respondents

### Qualitative Themes Discriminatory Hiring Process

### Inclusion concerns

# Nepotism and cronyism

# Perceived reverse discrimination

#### Employee Perceptions of Unjust Employment-Related Disciplinary Actions

16% (n = 153) of Faculty/Emeritus Faculty/Research Scientist respondents

13% (n = 9) of Senior Administrator with Faculty Rank respondents

13% (n = 337) of Staff /Senior Administrator without Faculty Rank respondents Qualitative Themes Discriminatory Employment-Related Disciplinary Actions

Lack of due process/adherence to policy

Identity based targeting and discrimination

Employee Perceptions of Unjust Practices Related to Promotion

29% (n = 286) of Faculty/Emeritus Faculty/Research Scientist respondents

29% (n = 20) of Senior Administrator with Faculty Rank respondents

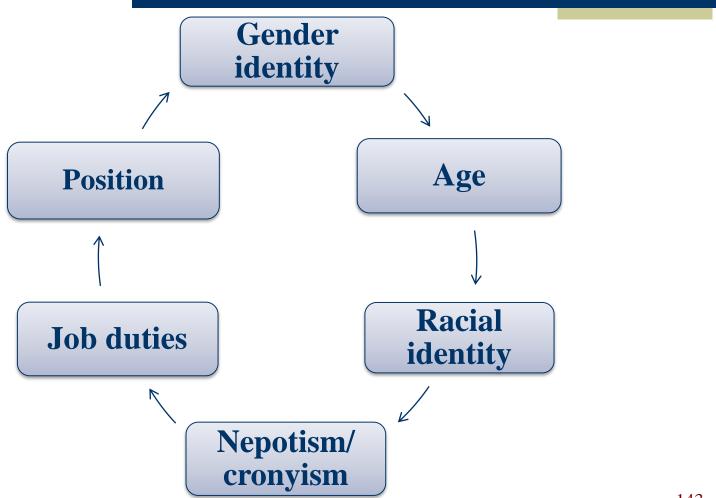
26% (n = 668) of Staff /Senior Administrator without Faculty Rank respondents

### Qualitative Themes Discriminatory Practices Related to Promotion

Nepotism, cronyism, and favoritism

Racism and sexism

# Most Common Bases for Discriminatory Employment Practices



# Work-Life Issues SUCCESSES & CHALLENGES

The majority of employee respondents expressed positive views of campus climate.





Staff/Senior Administrator without Faculty Rank Respondents Examples of Successes

86% agreed that their supervisors provided adequate support for them to manage worklife balance 84% had colleagues/ coworkers who gave them job/career advice or guidance when they needed it

A majority felt valued by coworkers in their department (82%) and supervisors/ managers (76%) Staff/Senior Administrator without Faculty Rank Respondents Examples of Successes

84% had adequate resources to perform their job duties

80% believed that their supervisors were supportive of their taking leave Staff/Senior Administrator without Faculty Rank Respondents Examples of Challenges

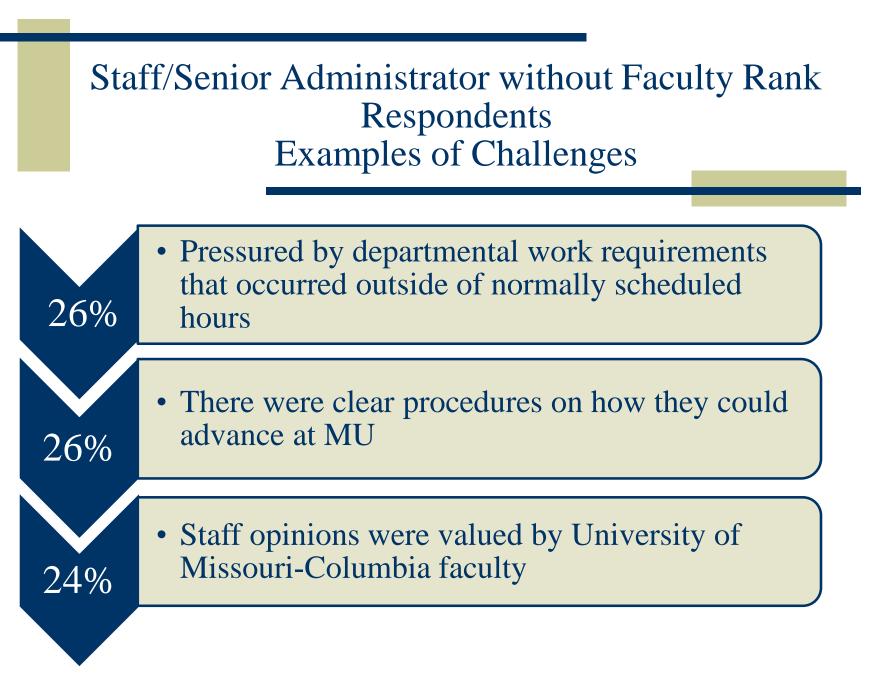
- Hierarchy existed within staff positions that allowed some voices to be valued more than others
  - Performed more work than colleagues with similar performance expectations

39%

40%

65%

• People who have children or elder care were burdened with balancing work and family responsibilities



Qualitative Themes Staff/Senior Administrator without Faculty Rank Respondents Work-Life Attitudes

Workload

Salary and benefits

Positive reflections

Concerns about professional development and performance evaluations Qualitative Themes Staff/Senior Administrator without Faculty Rank Respondents Professional Development, Leave, Flexible Work Schedule, Salary, Benefits

Lack of support for family-related leave

Leadership changes and impacts

Inadequate compensation

# Qualitative Themes Staff/Senior Administrator without Faculty Rank Respondents Sense of Value

### Lack of feeling valued

#### **Reverse discrimination**

#### Concern for underserved communities and minorities

Tenured and Tenure-Track Faculty Rank Respondents Examples of Successes

#### 83% agreed that research was valued by University of Missouri-Columbia



Tenured and Tenure-Track Faculty Rank Respondents Examples of Challenges

• Performed more work to help students than did their colleagues

54%

45%

29%

• Burdened by service responsibilities beyond those of their colleagues with similar performance expectations

• Felt pressured to change their research/scholarship agenda to achieve tenure/promotion

## **Qualitative Themes** Tenured and Tenure-Track Faculty Rank Respondents **Work-Life Attitudes** Desire for more influence in decisionmaking Inconsistencies in workplace practice

#### Non-Tenure-Track Faculty Respondents Examples of Successes

91% agreed that research was valued by University of Missouri-Columbia

> 78% agreed that teaching was valued by University of Missouri-Columbia

#### Non-Tenure-Track Faculty Respondents Examples of Challenges

- Felt pressured to do extra work that was uncompensated
  - Performed more work to help students than did their colleagues

34%

46%

44%

• Felt burdened by service responsibilities beyond those of their colleagues with similar performance expectations

Qualitative Themes Non-Tenure-Track Faculty Respondents Work-Life Attitudes

#### Concerns about job security

Low sense of belonging and value

#### Faculty Respondents Examples of Successes

72% believed that their colleagues included them in opportunities that will help their career as much as they do others in their position

69% agreed that they had job security

65% agreed that MU provided them with resources to pursue professional development

#### Faculty Respondents Examples of Successes

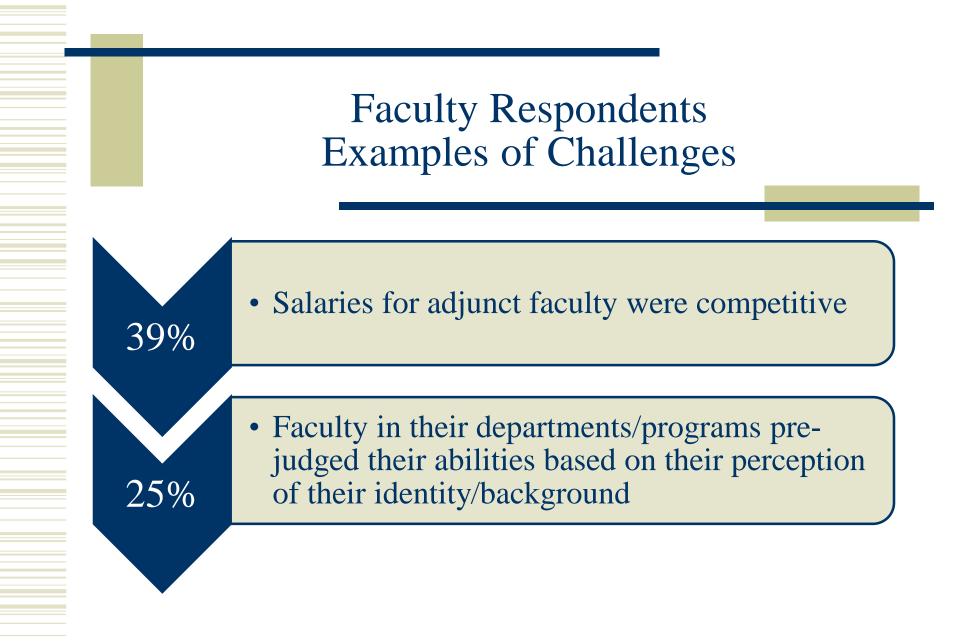
A majority felt valued by students in the classroom (78%) and faculty in their department/program (70%),

#### Faculty Respondents Examples of Challenges

- People who have children or elder care were burdened with balancing work and family responsibilities
- 31%
- Felt valued by University of Missouri-Columbia senior administrators

20%

• People who do not have children are burdened with work responsibilities beyond those who do have children



Qualitative Themes Faculty Respondents Work-Life Attitudes

#### Dissatisfaction with salary

# Lack of financial resources and grant support

Low morale

Qualitative Themes Faculty Respondents Work-Life Attitudes

### Inclusion concern for a range of identities

Leadership concerns

### Student Respondents' Perceptions



#### Student Respondents' Perceptions of Campus Climate

#### Majority felt valued by MU faculty (73%) and staff (71%)



Many felt valued by MU faculty in the classroom (77%), other students in the classroom (68%), and other students outside of the classroom (64%)



49% felt valued by MU senior administrators

#### Student Respondents' Perceptions of Campus Climate

Many had faculty (70%), other students (70%) or staff (59%) whom they perceived as role models



31% felt faculty and 28% felt staff pre-judged their abilities based on their perception of their identities/backgrounds

54% felt that campus climate encourages free and open discussion of difficult topics

#### Student Respondents' Perceptions of Campus Climate

About half felt that senior administrators (46%), faculty (53%), and students (56%) had taken direct actions to address the needs of at-risk/underserved students

Qualitative Themes Student Respondents Sense of Value

#### Positive reflections

#### Desire for sincere, authentic dialogue on campus climate issues, particularly race

Inclusion concerns for underrepresented groups

Qualitative Themes Student Respondents Sense of Value

### "Reverse discrimination" of White people

#### Low sense of belonging



#### Undergraduate Student Respondents' Perceived Academic Success

Men < Women

**African/Black/African American** < White or Hispanic/Latino@/Chicano@ or Multiracial

Asian/Asian American < White

LGBQ < Heterosexual

**Single Disability and Multiple disability** < No disability

**First-Generation** < Not-First-Generation

Low-Income < Not-Low-Income

Graduate/Professional/Post-Doctoral Student Respondents' Perceived Academic Success

**Single Disability and Multiple disability** < No disability

Low-Income < Not-Low-Income

**Transpectrum** < Women or Men

Men Undergraduate Student respondents have lower *Perceived Academic Success* than Women Undergraduate Student respondents.

Transspectrum Graduate/Professional Student/Post-Doctoral Scholar respondents have lower *Perceived Academic Success* than Woman and Man Graduate/Professional Student/Post-Doctoral Scholar respondents.

African/Black/African American Undergraduate respondents have lower *Perceived Academic Success* than White, Hispanic/Latin@/Chican@, and Multiracial Undergraduate Student respondents.

Asian/Asian American Undergraduate Student respondents have lower *Perceived Academic Success* than White Undergraduate Student respondents.

LGBQ Undergraduate Student respondents have lower *Perceived Academic Success* than Heterosexual Undergraduate Student respondents.

Undergraduate Student respondents with a single disability have lower *Perceived Academic Success* than Undergraduate Student respondents who have no disability.

Undergraduate Student respondents with multiple disabilities have lower *Perceived Academic Success* than Undergraduate Student respondents who have no disability.

Graduate/Professional Student/Post-Doctoral Scholar respondents with a single disability have lower *Perceived Academic Success* than Graduate/Professional Student/Post-Doctoral Scholar respondents who have no disability.

Undergraduate Student respondents with multiple disabilities have lower *Perceived Academic Success* than Undergraduate Student respondents who have no disability.

Graduate/Professional Student/Post-Doctoral Scholar respondents with multiple disabilities have lower *Perceived Academic Success* than Graduate/Professional Student/Post-Doctoral Scholar respondents who have no disability.

First-Generation Undergraduate Student respondents have lower *Perceived Academic Success* than Not-First-Generation Undergraduate Student respondents.

Low-Income Undergraduate Student respondents have lower *Perceived Academic Success* than Not-Low-Income Undergraduate Student respondents.

Low-Income Graduate/Professional Student/Post-Doctoral Scholar respondents have lower *Perceived Academic Success* than Not-Low-Income Graduate/Professional Student/Post-Doctoral Scholar respondents.

#### Graduate Student Respondents' Views on Advising and Departmental Support

80% were satisfied with the quality of advising they have received from their departments



A majority had adequate access to their advisors (88%) and had advisors who provided clear expectations (81%).



A majority had advisors (89%), department faculty members (93%), and department staff members (95%) respond to emails, calls, or voicemails in a prompt manner.

## Graduate Student Respondents' Views on Advising and Departmental Support





83% received support from their adviser to pursue research interests

## 92% received due credit for their research, writing, and publishing

### Graduate Student Respondents' Views on Advising and Departmental Support

83% had department faculty members encourage them to produce publications and present research



75% indicated that their department has provided them opportunities to serve the department or university in various capacities outside of teaching or research



#### Qualitative Themes Graduate Student Respondents

**Experiences with Faculty, Advising, Teaching, and Research** 

## Positive reflections

## Challenges with support, particularly advising

## **Institutional Actions**



#### Top Five Available Campus Initiatives that Positively Influenced Climate for Faculty Respondents

Mentorship for new faculty

Career span development opportunities for faculty at all ranks

Fair process to resolve conflicts

Clear process to resolve conflicts

Access to counseling for people who have experienced harassment Top Five Unavailable Campus Initiatives that *Would* Positively Influence Climate for Faculty Respondents

### Fair process to resolve conflicts

Support/resources for spouse/partner employment

Clear process to resolve conflicts

Career span development opportunities for faculty at all ranks

Mentorship for new faculty

# **Qualitative Themes Campus Initiatives – Faculty Respondents** Critiques of diversity training **Reverse discrimination**

#### Top Five Available Campus Initiatives that Positively Influenced Climate for Staff Respondents



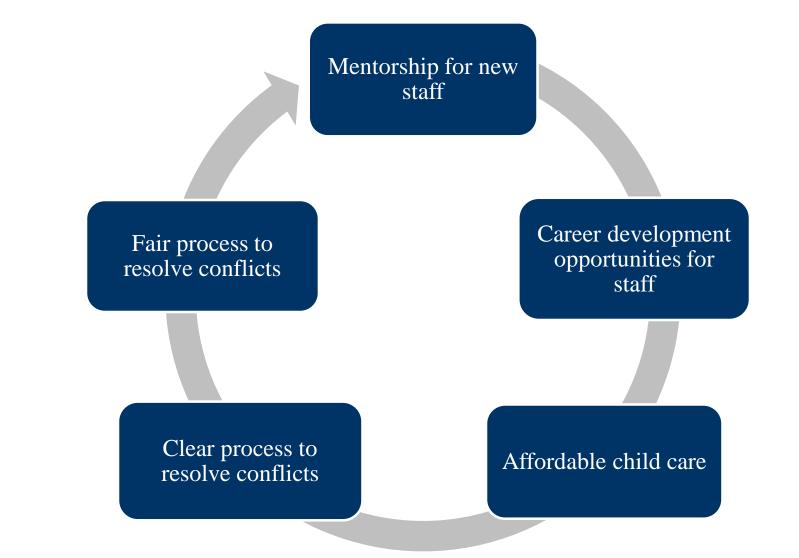
Clear process to resolve conflicts

Fair process to resolve conflicts

Mentorship for new staff

Access to counseling for people who have experienced harassment

#### Top Five Unavailable Campus Initiatives that *Would* Positively Influence Climate for Staff Respondents



#### Qualitative Themes Campus Initiatives – Staff Respondents

## Critiques of diversity training

## Less focus on diversity and perceived minorities

Top Five Campus Initiatives that Positively Influenced Climate for Student Respondents

Effective academic advising

Cross-cultural dialogue among faculty, staff, and students

Effective faculty mentorship of students

Cross-cultural dialogue among students

Adequate social space

Top Five Unavailable Campus Initiatives that *Would* Positively Influence Climate for Student Respondents

Effective faculty mentorship of students

Adequate childcare resources

Effective academic advising

Opportunities for cross-cultural dialogue among students Opportunities for cross-cultural dialogue among faculty, staff, and students

## Qualitative Themes Campus Initiatives – Student Respondents

## Concerns about diversity training

## Perceived lack of effectiveness in current support systems



## Strengths and Successes Opportunities for Improvement



## Context Interpreting the Summary



Although colleges and universities attempt to foster welcoming and inclusive environments, they are not immune to negative societal attitudes and discriminatory behaviors.



As a microcosm of the larger social environment, college and university campuses reflect the pervasive prejudices of society.



Classism, Racism, Sexism, Genderism, Heterosexism, etc.

(Eliason, 1996; Hall & Sandler, 1984; Harper & Hurtado, 2007; Hart & Fellabaum, 2008; Malaney, Williams, & Gellar, 1997; Rankin, 2003; Rankin & Reason, 2008; Rankin, Weber, Blumenfeld, & Frazer, 2010; Smoth, 2009; Worthington, Navarro, Loewy & Hart, 2008) 195

## Overall Strengths and Successes

84% of Student and Faculty respondents were comfortable with the classroom climate 86% of Staff respondents felt that supervisors provided adequate support for them to manage work-life balance

77% of Employee respondents were comfortable with the climate in their primary work areas

77% of Student respondents felt valued by faculty in the classroom 33% observed exclusionary conduct within the last year at MU

## Overall Challenges and Opportunities for Improvement

Only 31% of Faculty respondents felt valued by MU senior administrators. 19% personally experienced exclusionary conduct within the last year at MU

52% of Staff respondents seriously considered leaving MU Sharing the Report with the Community

Executive Summary, Full Report, and Power Point will be available at http://missouri.edu/climatesurvey/

## **Questions and Discussion**



