Survey of Employee Attitudes and Experiences

Please respond to each question by marking the most accurate response. Your responses will be analyzed only after they have been grouped with those of other employees. Please do not put your name on this form so that your responses will remain anonymous. If you cannot answer a question, leave it blank. The term “employee” refers to staff, faculty, administrators, graduate employees and undergraduate employees. Please return your completed survey via campus mail in the envelope provided. To ensure your privacy, return the numbered postcard separately.

INSTRUCTIONS: Please use black or blue ball-point pen or pencil and fill in the bubble completely to indicate your response. Avoid making any stray marks on the form, and erase cleanly when correcting mistakes.

Right ○ ○ ○ ○ ○ Wrong ○ ○ ○ ○ ○

Please indicate the extent to which you agree or disagree with each statement.

- My co-workers appreciate my work contributions.
- I receive recognition/praise from my supervisor when I do a good job.
- My supervisor communicates the importance of valuing diversity.
- My pay is fair for the work I do.
- My workload at the University is increasing.
- My supervisor encourages my career growth and development.
- My co-workers encourage my career growth and development.
- My job description accurately describes my duties.
- I get the training/professional development I need to succeed at my job.
- Overall, I am satisfied with my job.
- My co-workers treat me with respect.
- My supervisor treats me with respect.
- My supervisor adequately addresses inappropriate behavior that occurs in my workplace.
- My co-workers care about me as a person.
- My supervisor cares about me as a person.
- I am concerned that my job at the University is in jeopardy.
- I am allowed time for training/professional development.
- I know what is expected of me at work.
- I have the materials/equipment necessary to do my job well.
- At UMass there are sufficient opportunities for me to advance.
- My supervisor promotes a work environment where all people feel included.

Please rate YOUR IMMEDIATE WORK ENVIRONMENT on each scale below. For example, on the first scale, if you think your work environment is hostile mark ‘1,’ friendly mark ‘5,’ somewhere in between mark ‘2,’ ‘3,’ or ‘4.’

<table>
<thead>
<tr>
<th>Hostile</th>
<th>Disrespectful</th>
<th>Uncooperative</th>
<th>Weak sense of community</th>
<th>Racist</th>
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<th>Homophobic</th>
<th>Does not accommodate people with disabilities</th>
<th>Does not have a diverse staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Friendly</th>
<th>Respectful</th>
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<th>Strong sense of community</th>
<th>Not Racist</th>
<th>Not Sexist</th>
<th>Not Homophobic</th>
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<th>Has a diverse staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>5</td>
</tr>
</tbody>
</table>
Please indicate whether or not you observed and/or experienced each type of behavior IN YOUR IMMEDIATE WORK ENVIRONMENT during this academic year. For example, if you observed a particular behavior and also experienced that behavior you should fill in both bubbles.

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Yes, Experienced</th>
<th>Yes, Observed</th>
<th>Neither Observed nor Experienced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sexual harassment</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Racial/ethnic harassment</td>
<td>○</td>
<td>○</td>
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<tr>
<td>Unfair treatment because of one's age</td>
<td>○</td>
<td>○</td>
<td>○</td>
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<tr>
<td>Unfair treatment because of one's gender</td>
<td>○</td>
<td>○</td>
<td>○</td>
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<tr>
<td>Unfair treatment because of one's religion</td>
<td>○</td>
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<tr>
<td>Unfair treatment because of the language one speaks</td>
<td>○</td>
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<tr>
<td>Unfair treatment because of one's race/ethnicity</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Unfair treatment because of one's disability</td>
<td>○</td>
<td>○</td>
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<tr>
<td>Unfair treatment because of one's sexual orientation</td>
<td>○</td>
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<tr>
<td>Unfair treatment because of one's job classification (e.g. grad, classified, faculty, professional, etc.)</td>
<td>○</td>
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</tbody>
</table>

Please indicate the extent to which you agree or disagree with each statement.

<table>
<thead>
<tr>
<th>Statement</th>
<th>No Basis for Judgment</th>
<th>Disagree Somewhat</th>
<th>Disagree Strongly</th>
<th>Agree Somewhat</th>
<th>Agree Strongly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall, employees at UMass are socially and culturally diverse.</td>
<td>○○○○○○</td>
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<tr>
<td>At UMass, professional employees respect classified employees.</td>
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<tr>
<td>Women employees are treated fairly at UMass.</td>
<td>○○○○○○</td>
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<tr>
<td>Prejudice and/or acts of bigotry are not tolerated on this campus.</td>
<td>○○○○○○</td>
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<tr>
<td>People at UMass treat each other with respect.</td>
<td>○○○○○○</td>
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<tr>
<td>At UMass, classified employees respect professional employees.</td>
<td>○○○○○○</td>
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<tr>
<td>Upper-level administrators promote respect for cultural differences at UMass.</td>
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<tr>
<td>At UMass, employees from different job classifications get along.</td>
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<tr>
<td>There is respect for religious differences here at UMass.</td>
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<tr>
<td>UMass places a lot of emphasis on having a socially and culturally diverse staff.</td>
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<tr>
<td>I feel pressure to change the way I speak, act, or dress in order to “fit in” at UMass.</td>
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<tr>
<td>There is racial conflict among employees here at UMass.</td>
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<tr>
<td>Employees of color are treated fairly at UMass.</td>
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<tr>
<td>At UMass, faculty respect classified employees.</td>
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<tr>
<td>Emphasis on creating an inclusive community has made UMass a better place to work.</td>
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Please rate THE CAMPUS on each scale below. For example, on the first scale, if you think the campus is hostile mark ‘1,’ friendly mark ‘5,’ somewhere in between mark ‘2,’ ‘3,’ or ‘4.’

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Scale</th>
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</table>
### How often do you hear each of the following at UMass?

- Employees making negative remarks about particular racial or ethnic groups.
- Employees making negative remarks about women as a group.
- Employees making negative remarks about students as a group.
- Employees making negative remarks about people with disabilities.
- Employees making negative remarks about lesbians or gays.
- Employees making negative remarks about particular religious groups.
- Employees making negative remarks about men as a group.
- Employees making negative remarks about people because of their age.

### How often do you do each of the following in your job at UMass?

- Interact with UMass students.
- Interact with UMass classified employees.
- Interact with UMass faculty members.
- Interact with UMass professional employees.
- Interact with UMass graduate employees.
- Interact with UMass employees of a different race/ethnicity.
- Interact with UMass employees of a different gender.
- Interact with UMass employees from other countries.
- Interact with UMass employees much younger than yourself.
- Interact with UMass employees much older than yourself.

### You are (mark only one):

- Graduate Employee
- Undergraduate Employee
- Classified Staff
- Professional Staff
- Faculty/Instructor/Librarian
- Executive/Administrator

### Do you work full-time or part-time?

- Full-time
- Part-time

### For how long have you been employed by UMass Amherst?

- Less than six months
- Six months to one year
- 1 to 2 years
- 3 to 5 years
- 6 to 10 years
- 11 to 15 years
- 16 to 20 years
- More than 20 years

### Do you identify as a person with a disability?

- Yes
- No

### What is your religious affiliation?

- Buddhist
- Christian Catholic
- Christian Protestant
- Hindu
- Islamic
- Jewish
- None
- Other ___________

### You are: (mark all that apply)

- Woman
- Man
- Transgender

### What is your sexual orientation?

- Lesbian, Gay or Bisexual
- Heterosexual

### What is your age?

- 24 or under
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 or older
# Academic Affairs Page

**In which school, college or division are you employed?**
- School of Education
- School of Nursing
- School of Public Health & Health Sciences
- Isenberg School of Management
- College of Engineering
- College of Food and Natural Resources
- College of Humanities & Fine Arts
- College of Natural Science & Mathematics
- College of Social and Behavioral Sciences
- Commonwealth College
- Libraries
- Graduate School
- Academic Affairs Administration
- VC for Outreach and Programs
- VC for Research and Programs
- Other

(MARK ALL THAT APPLY)

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A commitment to community is a commitment to an institutional culture of inclusion that leads to an overarching sense of connectedness, pride and responsibility linking to the many smaller communities that populate the UMass Amherst campus.

In your view, how central should issues of community be to each of the following?

<table>
<thead>
<tr>
<th>Not Central</th>
<th>Central</th>
<th>Don't Know/Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>The mission of UMass Amherst</td>
<td>1 2 3 4 5 6</td>
<td></td>
</tr>
<tr>
<td>Your Department</td>
<td>1 2 3 4 5 6</td>
<td></td>
</tr>
<tr>
<td>Your Academic Discipline</td>
<td>1 2 3 4 5 6</td>
<td></td>
</tr>
<tr>
<td>Undergraduate Education</td>
<td>1 2 3 4 5 6</td>
<td></td>
</tr>
<tr>
<td>Graduate Education</td>
<td>1 2 3 4 5 6</td>
<td></td>
</tr>
</tbody>
</table>

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A commitment to diversity is a commitment to the variety of perspectives that spurs intellectual and creative work and learning, in which people of diverse racial, social, and economic groups play major roles and, in a spirit of mutual respect, come to understand and appreciate this variety of perspectives.

In your view, how central should issues of diversity be to each of the following?

<table>
<thead>
<tr>
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</tr>
</thead>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Graduate Education</td>
<td>1 2 3 4 5 6</td>
<td></td>
</tr>
</tbody>
</table>

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A commitment to Social Justice is a commitment to equity and fairness in treatment and access to opportunities and resources. This commitment to fairness began with the 1964 Civil Rights Act with respect to such characteristics as race, gender, religion, sexual orientation, and ability.

In your view, how central should issues of social justice be to each of the following?

<table>
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<td>Graduate Education</td>
<td>1 2 3 4 5 6</td>
<td></td>
</tr>
</tbody>
</table>

---

We would now like you to think about the concepts of community, diversity and social justice as a group.

In your view, how central is this set of concepts to each of the following aspects of your job at UMass?
(Please use "Not Applicable" for items that are not relevant to your job.)

<table>
<thead>
<tr>
<th>Not Central</th>
<th>Central</th>
<th>Don't Know/Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your day-to-day work responsibilities</td>
<td>1 2 3 4 5 6</td>
<td></td>
</tr>
<tr>
<td>Your university service activities (e.g., committees)</td>
<td>1 2 3 4 5 6</td>
<td></td>
</tr>
<tr>
<td>Your academic discipline</td>
<td>1 2 3 4 5 6</td>
<td></td>
</tr>
<tr>
<td>Your interactions with co-workers</td>
<td>1 2 3 4 5 6</td>
<td></td>
</tr>
<tr>
<td>Your interactions with students</td>
<td>1 2 3 4 5 6</td>
<td></td>
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<tr>
<td>The way you teach</td>
<td>1 2 3 4 5 6</td>
<td></td>
</tr>
<tr>
<td>The content of your courses</td>
<td>1 2 3 4 5 6</td>
<td></td>
</tr>
<tr>
<td>Your research</td>
<td>1 2 3 4 5 6</td>
<td></td>
</tr>
</tbody>
</table>
In which area do you work?
- Auxiliary Services
- Budget Office, Financial Cost & Analysis
- Bursar
- Campus Planning & Space Management
- Campus Services
- Controller's Office
- Environmental Health & Safety
- Facilities Planning
- Human Resources
- Physical Plant
- Procurement
- VC's Office, UCard, Administrative Systems

In which position do you work?
- Executive / Administrative / Managerial
- Professional Non-Faculty
- Secretarial / Clerical
- Technical
- Skilled Crafts
- Service / Maintenance

Please indicate the extent to which you agree or disagree with each statement.

At work, my opinions seem to count.
I feel safe expressing my concerns to my supervisor.
If I make suggestions for change at work, I feel confident I will be heard by my supervisor.
I would feel comfortable reporting discriminatory behavior to my supervisor.
If my supervisor were to behave in a discriminatory manner, I would feel comfortable reporting him/her.
In my unit, hiring decisions are made fairly.
In my unit, promotions are made fairly.
I have been given opportunities to participate in education and/or training.
Efforts are being made to improve the work environment in my unit.
I am aware of the University's expectations about appropriate workplace behavior.
In which area do you work?
- Office of Information Technologies
- Athletics
- Other

Do you work for pay at another job outside the University?
- Yes
- No

If so, how many hours do you spend on this job in a typical week?

Please indicate the extent to which you agree or disagree with each statement.
- At work, I have the opportunity to do what I do best every day.
- Bullying is a problem in my work area.
- At work, I can make suggestions for change without fear of retaliation.
- I understand how my work contributes to the mission of the University.
- My job classification (i.e. grade or level) accurately reflects what I do.
- For the work I do, my physical working conditions are good.
- At work, my opinions seem to count.
- The stress level experienced by staff members in my unit is reasonable.
- My supervisor is a role model for appropriate workplace behavior.
- At work, I can make complaints without fear of retaliation.
- Personnel decisions, such as hiring, layoffs and transfers, are handled fairly.
- I am aware of efforts to improve the climate in my work area.

What is the SINGLE most important thing that could be done to improve the work climate in your immediate work area?

__________________________________________

__________________________________________

__________________________________________

Other Comments?

__________________________________________

__________________________________________

__________________________________________

THANKS FOR YOUR PARTICIPATION!
What is your department?
- University Health Services
- Public Safety
- Housing Services
- Admissions
- Financial Aid
- Other*

* The smaller departments are combined in this category in order to help ensure confidentiality for respondents.

In what Student Affairs Area is your department?
- Campus Activities
- Dean of Students
- Enrollment Services
- Vice Chancellor's

Please indicate the extent to which you agree or disagree with each statement.

No Basis for Judgment
Agree Strongly
Agree Somewhat
Disagree Somewhat
Disagree Strongly

The services my department provides meet the needs of diverse student populations.
Student Affairs staff members are respected by faculty on campus.
At work, I can make suggestions for change without fear of retaliation.
I would fear retaliation if I made a discrimination complaint about my supervisor.
I am confident that discrimination complaints in my department are adequately addressed.

In this section, the term "racial profiling" is used to describe the unfair targeting or singling-out of people on the basis of their race/ethnicity by police officers or student security guards.

To what extent do you think racial profiling is a problem at UMass?
- To a very little extent
- To a little extent
- To some extent
- To a great extent
- To a very great extent

Have you, personally, ever experienced racial profiling on campus?
- Yes
- No
- Not sure

Please indicate whether each of the following has happened to you, personally, here at UMass THIS ACADEMIC YEAR. In each row, mark ALL THAT APPLY.

Have you been stereotyped on the basis of your sexual orientation?

Have you been stereotyped on the basis of your gender?

Have you been stereotyped on the basis of your race?

Have you been stereotyped on the basis of your ethnicity?

Have you been stereotyped on the basis of your national origin?

How often do you hear each of the following at UMass?

- Students making negative remarks about particular racial or ethnic groups.
- Students making negative remarks about men as a group.
- Students making negative remarks about people with disabilities.
- Students making negative remarks about lesbian, gay, bisexual, or transgender people.
- Students making negative remarks about particular religious groups.
- Students making negative remarks about women as a group.
- Students making negative remarks about people because of their age.
In which area do you work?
- Central Office / Government Relations
- Development
- Alumni
- Communications and Marketing

Do you supervise other employees?
- Yes
- No

Please indicate the extent to which you agree or disagree with each statement.

- No Basis for Judgment
- Agree Strongly
- Agree somewhat
- Disagree Somewhat
- Disagree Strongly

At work, I feel safe expressing my opinions.
At work, I feel safe making complaints.
At work, I feel safe making suggestions for change.
University Advancement does a good job recruiting a diverse staff.
University Advancement does a good job retaining a diverse staff.
University Advancement does a good job promoting a diverse staff.
I have read the University's sexual harassment policy.

What is your understanding of the mission of University Advancement?

What are some suggestions you have for improving communication throughout University Advancement?

Can you suggest any changes in University Advancement policies and practices that could better foster and support a diverse work place?

What is the SINGLE most important thing that could be done to improve the work climate in your immediate work area?

THANKS FOR YOUR PARTICIPATION!