Executive Area Unit Report Overview

Background
In November 2016, UMass Amherst conducted a Campus Climate Survey to better understand the challenges of creating a community respectful of and inclusive for all. The abridged report released in May 2017 provided an overview of the data gathered and an initial analysis at the campus level. We are sharing the data at the unit level to identify avenues for improvement within and across executive areas. Our aim is to develop local goals to join with campus-wide strategies to move us toward our aspirational campus climate.

Overview
Across the university, the demographics of staff vary considerably. Overall, women comprise the majority of staff (60 percent), although the percentage varies within units, with women composing nearly 80 percent of the workforce in some units. The vast majority of staff identify as white (82 percent) and heterosexual (84 percent). The largest percentage of staff who identify with any religion, identify as Christian (45 percent), with a large percentage of staff identifying as agnostic or saying religion is not part of their identity (30 percent). For the most part, these patterns are consistent across work units.

The executive areas can recognize a variety of positive indicators with regard to the climate overall. Sense of belonging, connection, and spirit of cooperation in work units is high, and most staff would be likely to recommend UMass Amherst as a good place to work. These ratings are, in large part, similar across racial groups, for men and women, and across staff roles in the institution.

While the overall population measures are encouraging, some social identity groups consistently rate their experiences less positively than others. This is not always apparent in unit reports, where groups who comprise fewer than 15 members are not shown. The abridged report reminds us that that across the university, the sense of belonging is lower for staff who identify as African American, Latino/a, Asian, or Native American (ALANA – 18 percent of staff), LGB (lesbian, gay, and bisexual – 10 percent of staff), and another gender and/or sexual identity (about 2 percent of staff, respectively). These groups are more likely to experience unfair treatment as well as...
staff for whom English is not their first language, staff who are veterans or active military, or staff whose religious identity is Jewish or Hindu.

To emphasize, within executive areas, the particulars and representations of groups do vary. However, across units, when these groups are present, they had lower levels of belonging and a more negative experience.

Unit Report Contents
The unit report replicates the survey items shared in the abridged report at the level of executive area to make it easy to compare the performance of a unit with the institution as a whole. The unit report includes the unit participation rate, as well as several additional items pertaining to feelings of connection to the unit, perceptions of unit administrators’ commitment to inclusion, use of university resources/offices to report incidents of unfair treatment based on social identity, perceptions of the effectiveness of these resources, as well as the likelihood of recommending UMass Amherst as a good place to work.

The unit report contains the following sections:
- Sense of Belonging
- Perceptions of Campus Climate
- Perceived Commitment to Inclusion
- Experiences with Unfair Treatment
- Workplace Climate Snapshot

Note: Staff who are affiliated with a particular school or college are aggregated in the Academic Affairs–College report. Staff in Academic Affairs who are not affiliated with a particular school or college, such as the Library, Graduate School, etc., are aggregated in the Academic Affairs–Unit report.

Key Findings
1. Sense of belonging, connection to work unit, and recommendation of UMass Amherst as a good place to work are high.
   Overall, 90 percent or more of staff feel that they belong and have a connection to their work unit. Nearly 85 percent of staff would be likely to recommend UMass Amherst as good place to work. In large part, these ratings are similar across racial groups, for men and women, and across job types. Belonging and connectedness varies by sexual identity, to some extent with variation in group size across units. Both LGB staff and staff of another sexual identity are more likely to report that they do not belong at all and are connected to varying degrees.
2. **Perceptions of campus climate and commitment to inclusion are largely positive across groups.**

Campus climate is viewed positively by many staff, with nearly 60 percent rating the overall campus climate, as well as the racial climate, at the top of the positive end of the scale (a 4 or 5). Nearly 3 out of 4 staff members say there is a spirit of cooperation and differences are valued in their work unit. This fits with the notion that over 70 percent of staff see the institution as committed to inclusion, and an even higher percentage see the coworkers in their unit as committed to inclusion.

3. **Group membership does shape campus experience.**

Differences are observed to varying degrees on all of the above measures. While ALANA staff and non-ALANA staff are similar in ratings of campus climate, nearly 30 percent are very or somewhat dissatisfied with the racial climate and are less likely to perceive the institution as committed to inclusion. Similarly, staff of another sexual identity, and in some cases LGB staff, are somewhat more likely to rate the campus climate at the low end (1 or 2) than heterosexual staff. In general, the lowest ratings are for staff who identify as another gender; percentages are highest for men. Both ALANA and LGB staff are less likely to agree that differences are valued in their work unit and are more likely to say that their coworkers are not committed to inclusion.

4. **The experience of unfair treatment is widely shared, even by job type.**

Staff across units report unfair treatment based on their social identity; generally, this occurs only sometimes and for only 1 in 7 staff. Women and men report similar percentages, with women reporting modestly more negative treatment depending on the unit. Staff members from maintenance to managers share the experience of unfair treatment on the basis of job type. Although professional staff are modestly less likely to experience unfair treatment, at least in some units, compared to other job types. The groups that report more intense unfair treatment include:

- ALANA staff, with about 30–40 percent saying unfair treatment occurs sometimes or often.
- LGB and staff of another sexual identity report rates of unfair treatment that are about 3 times the rates of heterosexual staff.
- Staff for whom English is not a first language
- Staff under 34 say the unfair treatment happens modestly more often than for staff 35 and over.
5. **There are low levels of resource use among staff who report unfair treatment.**

Only 38 percent of staff respondents who experienced unfair treatment used a resource to address it. ALANA, LGB or staff of another sexual identity, and administrative staff are somewhat more likely to use resources than their counterparts. All staff say they primarily used the union processes, the Faculty Staff Assistance Program, and to a lesser extent, the Ombuds Office, Workplace Bullying Grievance, and EOD. About 60 percent of staff say the resources they used were very or somewhat effective, although the perception of effectiveness by group (ALANA, women/men, job type) varied across units.

6. **Staff perceive mistreatment on the job and want supervisors to pay closer attention.**

About a third of staff report experiencing mistreatment on the job by coworkers or others, sometimes or often. Responses by social identity group (ALANA and women, for example), are similar but vary substantially across units. Many perceive their supervisors are paying attention to how people are treated in the unit; about half say their supervisor pays attention to a great extent or a very great extent. However, about 10 percent say their supervisor is paying very little attention to this.

7. **About 1 in 3 staff members say they see or hear negative remarks in their immediate work environment sometimes or often.**

ALANA, LGB, and staff of another sexual identity are more likely to have this experience and there is variability across work units in frequency.

**Taking a Closer Look at Areas of Concern**

The work environment for staff requires a closer look. On the positive side, there is much good news regarding staff perceptions of the campus climate. Despite these positive indicators, there is still more work we can do to improve the climate for staff at UMass Amherst.

First, some identity groups consistently rate their experiences less positively than others. Staff who identify as another sexual identity and, in some cases, LGB staff report less belonging and see the campus climate less positively. Second, too many members of our staff—about 1 in 3—report hearing negative remarks in their immediate work environment. These percentages are even larger for certain groups, including LGB staff and staff of another sexual identity (at nearly twice the rate). About 1 in 3 staff say they sometimes experience mistreatment at work by their co-workers or others. Furthermore, staff perceive that up to 20 percent of supervisors in their units are not
paying attention to how they are being treated. It is difficult for staff to do their best work when they hear negative remarks, experience mistreatment by coworkers or others in their work environment, or perceive their supervisor is not paying attention to how they are treated. While many staff experience a positive work environment, the negative trends observed by some staff deserve further examination.

Staff are also not using the available campus resources to address their experiences of unfair treatment. Less than half of the staff are using the available resources and perception of effectiveness is mixed. There is room to improve the understanding of the available resources, the access staff have to the resources, and to learn more about the barriers to effectiveness that some staff are facing.