2021 CAMPUS CLIMATE SURVEY

Sense of Belonging
BACKGROUND & METHODS
In Fall 2021, entire Campus community (N 34,052) were invited to take the Campus Climate Survey
- A follow-up to the 2016 Campus Climate Survey
- Announced via campus email, Moodle, and via an ad campaign led by University Relations

Administered beginning **November 3, 2021** via Qualtrics
  - Separate survey instruments for Undergraduate, Graduate, Staff, Faculty
  - Optimized for desktop and smartphones

Additional measures for service and maintenance staff to increase participation
  - Computer kiosks set up around campus, with students on-hand to assist
  - paper versions of the surveys, translated into nine languages, distributed to areas where service/maintenance staff work or frequently check in

Survey closed on **November 29** for most of campus, but was extended to **December 15** for service/maintenance to increase participation.
STRUCTURAL CHANGES
• reorganization of A&F and SA CL
  ▶ HR moved from A&F to stand-alone executive area
  ▶ most of SA CL’s staff shifted to A&F

PANDEMIC SHIFTS IN UNIVERSITY WORK
• remote work and remote learning
• designation of “essential” workers
• short and long term furloughs

NATIONAL POLITICAL CONTEXT
• period between surveys was socially and politically tumultuous and divisive.
  ▶ Black Lives Matter movement
  ▶ #MeToo movement
  ▶ rise in xenophobia

UMASS CONTEXT
• anti-Black hate emails in fall semester 2021
• Public displays of bigotry on campus
• student protests against sexual assault & gender-based violence
THE SURVEY INSTRUMENT: SNAPSHOT OVER TIME

- While the 2021 survey included many of the questions from 2016, it offers a limited degree of comparability. Comparability wasn't primary goal, further **benchmarking for data driven response** was.

- Adjustments were made to many questions based on how people answered last time (some open responses becoming multiple choice)

- New questions were added based on issues and challenges that have occurred on campus since 2016

ROBUST RESPONSE RATES FOR 3 OF THE 4 TARGET POPULATIONS:

- Undergraduates **42%**
- Graduate students **39%**
- Faculty **49%**
- Staff **39%**

Emmanuel Explains:

*the staff rates are complicated.*
Over a third of staff positions are **Service/Maintenance (SM)** and **Skilled Crafts (SC)**. Both of these groups had low participation rates. (SM 10%; SC 19%)

**Service/Maintenance** account for 31% of all staff...

...but only make up 8% of staff survey participants

**A&F** account for 42% of all staff...

...but only 22% of respondents.

In addition, Asian staff and men are very underrepresented among survey participants (and, conversely, White staff and women are overrepresented).
Response rates from service/maintenance and skilled crafts staff were substantially lower than staff in other classifications. While a number of efforts were pursued to increase participation from these members of our community, several factors continued to impact responses, including:

- **Severe staff shortages** in these areas, resulting in remaining staff being overextended
- **Low morale and trust** in the administration
- **Lack of ready access to email** (the primary communication method for the survey)
SENSE OF BELONGING
WHAT DOES IT MEAN TO BELONG?

• Belonging is personal—but also collective
• An intrinsic human need
• Shaped by identities, but also relationship to groups
• Belonging is the outcome of the work of inclusion
• Not for individuals to achieve. It’s cultivated
• Keep in mind: what does “we” mean?
WELCOME TO THE DATA
EQUITY-MINDED SENSE-MAKING AND ANALYSIS

• Mode of thinking to call attention to patterns of inequity in outcomes

• Institutional responsibility for success, and reassessing practices to create change

• Requires awareness of social and historical context of exclusionary practices
EQUITY-MINDED QUESTIONS TO ASK

• What matters for achieving success and equity?

• Are there barriers in our practices, policies, and systems?

• What should be prioritized to improve equity?
TO WHAT EXTENT DO YOU FEEL LIKE YOU BELONG?
Q1: To what extent do you feel like you belong?

UMass Mean

- To a great extent: 36%
- To some extent: 10%
- To no extent: 54%

Black Undergrads

- To a great extent: 16%
- To some extent: 36%
- To no extent: 26%

Mobility Disability

- To a great extent: 22%
- To some extent: 36%
- To no extent: 42%

Gender Questioning

- To a great extent: 28%
- To some extent: 36%
- To no extent: 16%

Another Sexuality

- To a great extent: 12%
- To some extent: 36%
- To no extent: 52%
Q1: To what extent do you feel like you belong?

- **GRADUATE STUDENTS**
  - To a great extent: 58%
  - To some extent: 30%
  - To no extent: 12%

- **LATINX GRAD STUDENTS**
  - To a great extent: 59%
  - To some extent: 11%
  - To no extent: 30%

- **GRAD STUDENTS W/ 2+ DISABILITIES**
  - To a great extent: 59%
  - To some extent: 11%
  - To no extent: 30%

- **NONBINARY GRAD STUDENTS**
  - To a great extent: 59%
  - To some extent: 11%
  - To no extent: 30%

- **GRAD STUDENTS AGED 55+**
  - To a great extent: 59%
  - To some extent: 11%
  - To no extent: 30%
Q1: To what extent do you feel like you belong?

- **BLACK STAFF**
  - to a great extent: 57%
  - to some extent: 34%
  - to no extent: 9%

- **STAFF w/ DISABILITY**
  - to a great extent: 57%
  - to some extent: 34%
  - to no extent: 9%

- **MAINTENANCE/SERVICE STAFF**
  - to a great extent: 57%
  - to some extent: 34%
  - to no extent: 9%

- **GENDER QUESTIONING STAFF**
  - to a great extent: 56%
  - to some extent: 57%
  - to no extent: 9%

*UMass mean, excluding for A/F*  
*Only includes maintenance/service staff from academic units*
Q1: To what extent do you feel like you belong?

LATINX FACULTY
- To a great extent: 21%
- To some extent: 53%
- To no extent: 26%

FACULTY WITH DISABILITY
- To a great extent: 15%
- To some extent: 56%
- To no extent: 29%

NONBINARY FACULTY
- To a great extent: 13%
- To some extent: 31%
- To no extent: 56%

FACULTY AGE 25-34
- To a great extent: 14%
- To some extent: 29%
- To no extent: 57%

“UMass Mean”
- To a great extent: 15%
- To some extent: 56%
- To no extent: 29%
TO WHAT EXTENT DO YOU HAVE A GOOD SUPPORT NETWORK?
UNDERGRADUATE

Q2: To what extent do you have a good support network?

- **BLACK UNDERGRADS**
  - To a great extent: 58%
  - To some extent: 18%
  - To no extent: 24%

- **MOBILITY DISABILITY**
  - To a great extent: 56%
  - To some extent: 36%
  - To no extent: 14%

- **GENDER QUESTIONING**
  - To a great extent: 53%
  - To some extent: 36%
  - To no extent: 14%

- **ANOTHER SEXUAL ORIENTATION**
  - To a great extent: 55%
  - To some extent: 36%
  - To no extent: 18%

Key:
- Green: to a great extent
- Gray: to some extent
- Red: to no extent
Q2: To what extent do you have a good support network?

- **MULTIRACIAL GRAD STUDENTS**
  - To a great extent: 49%
  - To some extent: 32%
  - To no extent: 15%

- **GRAD STUDENTS w/ 2+ DISABILITIES**
  - To a great extent: 44%
  - To some extent: 32%
  - To no extent: 23%

- **MUSLIM GRAD STUDENTS**
  - To a great extent: 51%
  - To some extent: 32%
  - To no extent: 15%

- **GENDER QUESTIONING GRAD STUDENTS**
  - To a great extent: 65%
  - To some extent: 54%
  - To no extent: 15%
Q2: To what extent do you have a good support network?
Q2: To what extent do you have a good support network?
TO WHAT EXTENT DO YOU HAVE A MENTOR(S) OR ROLE MODEL(S)?
Q3: To what extent do you have a mentor(s) or role model(s)?

- **UNDERGRADS w/ 2+ DISABILITIES**
  - to a great extent: 18%
  - to some extent: 43%
  - to no extent: 39%

- **BLACK UNDERGRADS**
  - to a great extent: 46%
  - to some extent: 24%
  - to no extent: 31%

- **LATINX UNDERGRADS**
  - to a great extent: 46%
  - to some extent: 24%
  - to no extent: 31%

- **NONBINARY UNDERGRADS**
  - to a great extent: 46%
  - to some extent: 24%
  - to no extent: 31%

Legend:
- to a great extent
- to some extent
- to no extent
Q3: To what extent do you have a mentor(s) or role model(s)?

INTERNATIONAL GRAD STUDENTS
- 43% to a great extent
- 22% to some extent
- 34% to no extent

MENTAL HEALTH DISABILITY
- 43% to a great extent
- 18% to some extent
- 32% to no extent

GENDER QUESTIONING GRAD STUDENTS
- 44% to a great extent
- 38% to some extent
- 18% to no extent

MASTER’S DEGREE STUDENTS
- 38% to a great extent
- 18% to some extent
- 44% to no extent

Legend:
- Green: to a great extent
- Light green: to some extent
- Red: to no extent
Q3: To what extent do you have a mentor(s) or role model(s)?

STAFF

BLACK STAFF

DISABLED STAFF

SECRETARIAL/CLERICAL STAFF

NONBINARY STAFF

**Key**
- to a great extent
- to some extent
- to no extent
Q3: To what extent do you have a mentor(s) or role model(s)?

- **Faculty w/ Disability**
  - To a great extent: 19%
  - To some extent: 47%
  - To no extent: 34%

- **Faculty**
  - To a great extent: 14%
  - To some extent: 55%
  - To no extent: 31%

- **Black Faculty**
  - To a great extent: 30%
  - To some extent: 27%
  - To no extent: 43%

- **Nonbinary Faculty**
  - To a great extent: 35%
  - To some extent: 40%
  - To no extent: 25%

- **Lecturers**
  - To a great extent: 40%
  - To some extent: 30%
  - To no extent: 30%
TO WHAT EXTENT DO YOU FEEL LIKE YOU CAN OPENLY SHARE YOUR POINT OF VIEW?
Q4: To what extent do you feel like you can openly share your point of view?

- **Undergraduate**: 58% to a great extent, 24% to some extent, 13% to no extent
- **Black Undergrads**: 44% to a great extent, 37% to some extent, 19% to no extent
- **Sensory Disability**: 50% to a great extent, 36% to some extent, 13% to no extent
- **Gender Questioning**: 50% to a great extent, 36% to some extent, 13% to no extent
- **Veteran Undergrads**: 50% to a great extent, 27% to some extent, 13% to no extent
Q4: To what extent do you feel like you can openly share your point of view?
Q4: To what extent do you feel like you can openly share your point of view?
Q4: To what extent do you feel like you can openly share your point of view?
Yes, I belong.

Nope, I don't belong at all.

• Inclusion and Belonging: Institutional Goals
• Equity-minded sense-making
• Evaluate systems, processes, procedures
• Survey is important in addressing these gaps
• Next report: Connection
THANK YOU.


