

2014 Campus Climate Survey Qualitative Analysis Executive Summary

The Campus Environment Team requested a detailed analysis of the qualitative data (open-ended responses) from the 2014 Campus Climate Survey. Two graduate assistants and one Institutional Effectiveness analyst were assigned the project. The full reports from the GAs can be found in the SharePoint Document Library (“Campus Climate 2014 Qualitative Report_LCS”; “Campus Climate Survey 2014 Qualitative Report_SGC”)

METHOD

Qualitative data were first analyzed electronically using SPSS and eXploranceBlue text analytics. Themes identified from these analyses were then reviewed by staff for accuracy, and additional themes and sub-themes were added as necessary.

THEMES

While a review of the raw comments (found in the SharePoint document library) will also serve to inform the Campus Environment Team, a brief summary of the notable themes are provided below. Please see the full qualitative reports for a complete list of the themes, sub-themes and comments:

Negative Themes

- **Compensation** (benefits, salary)
- **Discrimination** (age, gender, reverse discrimination)
- **Diversity** (lack of inclusion, too much focus, lack of/incorrect/insufficient training, lack of leadership attention, lack of student awareness)
- **Environment** (fear of expressing opinions, hostility [bullying, harassment, profanity, racial tension], exploitation of workers, lack of professionalism, discomfort for non-Christians)
- **Facilities** (cleanliness, lacking disability access, faulty equipment, heating/cooling issues, safety [crime, lack of proper lighting])
- **Frustration** (equity of job duties; lack of: openness to new ideas, recognition, community service, trust, staff development; feeling undervalued; adjunct/part-time faculty: insufficient professional development opportunities, space, mistreated, unreasonable work expectations)
- **Leadership** (poor communication/lack of transparency, dishonesty/unethical behavior, poor hiring practices, “good ol’ boys”, ignoring situations, lacking strategic visions, out of touch, scapegoating, lack of trust in leadership)
- **Morale** (low)
- **Staff Turnover** (quality staff leave, lack job security)
- **Campus Climate Survey** (lacking questions, biased)

Positive Themes

- **Diversity** (diversity is adequate)
- **Enjoy working at the university**
- **Work climate has improved**

SELECTED EMERGENT CONCERNS FROM THE DATA

Diversity: Comments on the level of **diversity training** ranged from the university “does not do enough” to “it does too much”. Other comments mentioned that diversity training was done incorrectly. It may be appropriate to re-evaluate the current methods of diversity education and awareness.

Bullying and Hostile Environment: A number of comments related to bullying and hostile environment on multiple levels (supervisors/management, peer to peer). This issue raises concern, especially when mixed with comments of leadership not addressing issues.

Frustration: An overarching theme of frustration was apparent throughout the comments. Concerns ranged from insufficient compensation for work, inability to participate in staff development opportunities (not allowed to take the time), inequity in jobs and compensation between men and women, and people of diverse backgrounds. There were also comments from adjunct faculty about their working conditions and compensation that may need to be addressed.

Lack of Communication/Leadership: This theme contained multiple codes. Addressing issues surrounding communication between upper-management and the larger university community may help to improve current climate.