

Summer 2005 FSS Diversity Survey

Executive Summary

Method

All Finance & Support Services (FSS) division employees were surveyed regarding FSS diversity initiatives. Employees were emailed a link to an on-line survey. Employees without email and employees that preferred paper instruments were provided the opportunity to respond on paper.

Respondents

One hundred sixty-nine employees responded for a 31% response rate. Chi-square tests indicate respondents differ significantly from FSS employees in ethnicity, gender, EEO category, and years of service (see Table 1).

Analysis

Results are analyzed according to total respondents. However, results may be viewed in aggregate or by separate demographic groups at the following link: <http://www.txstate.edu/ir/fss-diversity-200505-results.html>

- Respondents (75%) indicate a desire to continue participation in the University's Common Experience initiative (see Table 7).
- 71% of respondents believe diversity news articles in the *FSS Essentials* provide useful information about diversity issues (see Table 7).
- 29% of respondents prefer creating a separate newsletter devoted specifically to diversity issues (see Table 7).
- 33% or fewer respondents acknowledge attending each of the diversity workshops (see Table 3).
- Of respondents not attending workshops, individuals acknowledging supervisor support were out numbered by the combination of individuals uncertain of their supervisors support and those that felt their supervisor did not support their attendance (see Table 4).
- Quality of diversity training was rated good or excellent by at least 75% of all participants in each of the diversity workshops (see Table 6a).
- 45% of employees believe participation in future workshops will depend on selecting topics of interest (see Table 5).
- Active promotions of diversity awareness like eating pastries from different cultures are recognized by more respondents (60%) than passive promotions like handing out bookmarks (41% see Table 7).

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Finance and Support Services Diversity Survey 2005

The Finance and Support Services (FSS) Diversity Committee designed a survey to measure the knowledge, participation, and opinions of FSS employees regarding FSS diversity initiatives. Initiatives include newsletter articles in the *FSS Essentials*, promotions at the Fall Kick Off and Spring Picnic, diversity workshops, and participation in the University's Common Experience Initiative.

Method

All employees of the FSS division were given an opportunity to respond. An on-line survey instrument was developed. A link to the instrument was emailed to employees. Paper surveys were distributed to employees without email and employees preferring paper surveys.

Respondents

One hundred sixty-nine employees responded for a 31% response rate. Comparisons between the FSS division and respondents indicate several differences. Of those identifying their EEO Category, administrative (7.4%), professional (16.5%) and, skilled (27.3%) workers were highly represented. Forty-eight individuals failed to identify their EEO Category, so actual differences may be less. Respondents identifying themselves ethnically as "other" (6.5%) and white/Anglo, non-Hispanic (43.2%) were highly represented. Men (65%) and employees with fewer than 11 years of service (60.3%) were also highly represented among respondents (see Table 1).

Analysis

In this report results are analyzed according to total respondents, however, results may be viewed in aggregate or by separate demographic groups at the following link: <http://www.txstate.edu/ir/fss-diversity-200505-results.html>.

Knowledge of Initiatives

Sixty-seven percent of respondents are familiar with diversity news articles appearing in the *FSS Essentials* newsletter. Fifty-four percent of respondents are familiar with the FSS common experience initiative. Sixty percent of respondents know the purpose of the FSS Diversity Committee; while only 45% realize they may serve on the diversity committee (see Table 2).

Fifty-three percent of respondents knew of the "Night Discussions" training session, 50% knew of the "Zero Tolerance - Language Landmines Meetings", 28% knew of the "Shadow of Hate" training session, and 21% knew of the "Tools for Tolerance" training session. "Night Discussions" and "Zero Tolerance - Language Landmines Meetings" were developed and taught through the FSS division, while "Tools for Tolerance" and "Shadow of Hate" were developed and taught through the university's professional development office. This may explain differing levels of participation and awareness about workshops (see Table 2).

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Participation in Initiatives

- Fifty-eight percent of respondents indicate they attended FSS Common Experience activities, but no more than 33% attended other diversity initiatives (see Table 3).
- Respondents that did not acknowledge attending a workshop were asked “Did your supervisor allow you to attend?” Large percentages of respondents were unsure of their supervisor’s support for diversity training. Participation in all training sessions lagged behind respondent’s knowledge of their supervisor’s support of the training sessions.
- Thirty-three percent of respondents attended “Night Discussions” (see Table 3).
- Of respondents not indicating they attended, 43% believed their supervisor would allow them to attend, while 44% were not sure of their supervisor’s support (see Table 4).
- Thirty percent of respondents attended “Zero Tolerance – Language Landmines Meetings” (see Table 3).
- Of respondents not indicating they attended, 48% of believed their supervisor would allow them to attend, while 42% were not sure of their supervisor’s support (see Table 4).
- Ten percent of respondents attended “Shadow of Hate” (see Table 3).
- Of respondents not indicating they attended, 38% believed their supervisor would allow them to attend, while 48% were not sure of their supervisor’s support (see Table 4).
- Eight percent of respondents attended “Tools for Tolerance” (see Table 3).
- Of respondents not indicating they attended, 38% of respondents believed their supervisor would allow them to attend, while 50% were not sure of their supervisor’s support (see Table 4).
- Thirty-nine percent of respondents indicate they will attend additional diversity training in the future, while an additional 45% indicate they may attend depending on topics.
- Forty-six percent of respondents indicate a desire to participate on the FSS Diversity Committee.
- Thirteen percent of respondents believe their director or supervisor will not allow them to participate on university committees, while 9% indicate their director or supervisor has already denied them the opportunity to participate on committees.

(see Table 5).

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Employee Opinions of Initiatives

Participants rated the four training sessions on quality and relevance. The quality scale ranged from “Very Poor” to “Excellent”. The relevance scale ranged from “Not Relevant” to “Extremely Relevant”.

- Seventy-five percent of participants (n=36) rated “Night Discussions” good or excellent in quality and 48% rated it very or extremely relevant to their personal work situation.
- Seventy-seven percent of participants (n=35) rated “Zero Tolerance-Language Landmines Meetings” good or excellent in quality and 42% rated it very or extremely relevant to their personal work situation.
- Eighty-six percent of participants (n=13) rated “Shadow of Hate” good or excellent in quality and 81% (n=12) rated it very or extremely relevant to their personal work situation.
- Seventy-seven percent of participants (n =10) rated “Tools for Tolerance” good or excellent in quality and 67% (n=8) rated it very or extremely relevant to their personal work situation (see Tables 6a and b).
- Seventy-five percent of respondents either agree or strongly agree that “FSS should continue to participate in the University’s Common Experience initiative”.
- Fifty-one percent were encouraged by their supervisors to participate in common experience activities.
- Seventy-one percent of respondents agree or strongly agree that “newsletter articles provide helpful information about diversity issues.”
- 29% would like to have a separate newsletter devoted to diversity issues.

Active promotions at FSS functions (e.g. eating) demonstrate higher levels of diversity awareness than do passive promotions (e.g. displaying book markers).

- Sixty-one percent of respondents agree or strongly agree they experience other cultures through the diversity of foods they eat.
- Sixty percent agree or strongly agree the reason for the variety of pastries and flags at the Fall Kick Off of 2003, was to show the diversity of food in our heritage.
- Sixty-one percent of respondents agree or strongly agree they “see and feel diversity among employees when attending FSS functions”.
- Forty-two percent of respondents agree or strongly agree that handing out bookmarkers at the FSS Spring Picnic recognizes diversity among all employees.
- Forty-one percent agree or strongly agree handing out bookmarkers is a useful tool for acknowledging diversity within the division (see Table 7).

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Conclusion

Quality of diversity training was rated good or excellent by at least 75% of workshop participants. Participation in diversity training might be improved in three ways:

- 1) Employee awareness of workshops should be increased
- 2) Employees should be made certain their supervisor supports their attending workshops
- 3) Employees should be allowed to submit topics of interest for future workshops.

Having employees submit topics of interest may increase relevance of future training sessions. Respondents indicate a desire to continue to participate in the University's Common Experience initiative. Respondents prefer including diversity articles in the *FSS Essentials* newsletter to creating a separate newsletter devoted specifically to diversity issues. Make promotions more action (eating) oriented as opposed to passive (displaying buttons or bookmarks) when possible.

Table 1		FSS		Chi-sq	Respondents	
		Number	Percent		Number	Percent
EEO						
	Administrative	26	5.7%	$X^2=20.10$ $p=0.001$	9	7.4%
	Professional	52	11.5%		20	16.5%
	Clerical	95	21.0%		26	21.5%
	Technical	35	7.7%		13	10.7%
	Skilled	79	17.4%		33	27.3%
	Service	166	36.6%		20	16.5%
Ethnicity						
	White	189	41.7%	$X^2=13.93$ $p=0.003$	67	43.2%
	Black	17	3.8%		6	3.9%
	Hispanic	239	52.8%		70	45.2%
	Other	8	1.7%		12	7.7%
Gender						
	Male	248	54.7%	$X^2=4.98$ $p=0.026$	102	65.0%
	Female	205	45.3%		55	35.0%
Years Employed						
	Less than 3	71	15.7%	$X^2=17.12$ $p<0.001$	30	18.6%
	3 to 5	98	21.6%		36	22.4%
	6 to 10	79	17.4%		31	19.3%
	11 +	205	45.3%		64	39.8%

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Table 2. Knowledge of Diversity Initiatives

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Are you familiar with the diversity newsletter articles appearing in FSS Essentials?		
Yes	113	67 %
No	56	33 %
Are you aware of the FSS Common Experience Initiative?		
Yes	91	54 %
No	78	46 %
Do you know the purpose of the Diversity Committee?		
Yes	98	60 %
No	65	40 %
Do you know that you can serve as a member on the FSS Diversity Committee?		
Yes	73	45 %
No	89	55 %
Were you aware of any of the following training sessions?		
Night Discussions		
Yes	89	53 %
No	80	47 %
Zero Tolerance - Language Landmines meetings		
Yes	85	50 %
No	84	50 %
Shadow of Hate		
Yes	48	28 %
No	121	72 %
Tools for Tolerance		
Yes	35	21 %
No	134	79 %

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Table 3. Participation in Diversity Initiatives		
Did you attend one or more of the FSS Division Common Experience activities?		
Yes	45	58 %
No	33	42 %
Did you attend "Night Discussions"		
Yes	55	33 %
Not acknowledging attendance	114	67 %
Did you attend "Zero Tolerance - Language Landmines meetings"		
Yes	51	30 %
Not acknowledging attendance	118	70 %
Did you attend "Shadow of Hate"		
Yes	17	10 %
Not acknowledging attendance	152	90 %
Did you attend "Tools for Tolerance"		
Yes	13	8 %
Not acknowledging attendance	156	92 %

Table 4. Did you supervisor allow you to attend?		
(asked of those who did not indicate attendance at the workshops)		
Night Discussions		
Yes	36	43 %
No	11	13 %
Not sure	37	44 %
Zero Tolerance - Language Landmines meetings		
Yes	41	48 %
No	9	10 %
Not sure	36	42 %
Shadow of Hate		
Yes	44	38 %
No	17	15 %
Not sure	56	48 %
Tools for Tolerance		
Yes	44	38 %
No	15	13 %
Not sure	58	50 %

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Table 5. Future Training and Committee Participation		
Will you attend additional diversity training in the future?		
Yes	66	39 %
No	27	16 %
Depends on the topic	76	45 %
Would you participate on the FSS Diversity Committee if you had the opportunity?		
Yes	73	46%
No	84	54%
Does your director or supervisor allow you to participate on university committees?		
Yes	104	63%
No	22	13%
Uncertain	39	24%
Have you ever been denied the opportunity to serve on any committee at Texas State University by your director or supervisor?		
Yes	14	9%
No	147	91%

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Table 6a. Please rate the overall quality of each training session based on the scale provided.						
Training Session	Mean	Very Poor	Poor	Fair	Good	Excellent
Night Discussions	3.94	1 (2%)	0 (0%)	11 (23%)	25 (52%)	11 (23%)
Zero Tolerance	3.87	2 (4%)	0 (0%)	9 (20%)	26 (57%)	9 (20%)
Shadow Of Hate	4.27	1 (7%)	0 (0%)	1 (7%)	5 (33%)	8 (53%)
Tools for Tolerance	3.69	2 (15%)	0 (0%)	1 (8%)	7 (54%)	3 (23%)
Table 6b. Please rate the overall relevance of each training session to your personal work situation using the scale provided.						
Training Session	Mean	Not Relevant	Marginally Relevant	Moderately Relevant	Very Relevant	Extremely Relevant
Night Discussions	3.30	2 (4%)	9 (20%)	13 (28%)	17 (37%)	5 (11%)
Zero Tolerance	3.33	2 (4%)	6 (13%)	18 (40%)	13 (29%)	6 (13%)
Shadow Of Hate	4.13	0 (0%)	0 (0%)	3 (20%)	7 (47%)	5 (33%)
Tools for Tolerance	3.67	1 (8%)	0 (0%)	3 (25%)	6 (50%)	2 (17%)

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Table 7. Opinions on Diversity Initiatives

Item	Mean	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Scale		1	2	3	4	5
FSS should continue to participate in the University Common Experience Initiative.	2.16	11 (13%)	53 (62%)	19 (22%)	3 (3%)	0 (0%)
I was encouraged by my supervisor to attend the FSS Common Experience activities.	2.62	7 (8%)	38 (43%)	30 (34%)	10 (11%)	4 (4%)
The diversity newsletter articles provide helpful information about diversity issues.	2.23	10 (9%)	68 (62%)	30 (27%)	1 (1%)	1 (1%)
I would like to have a separate newsletter devoted to diversity issues.	3.01	7 (6%)	25 (23%)	46 (41%)	26 (23%)	7 (6%)
I experience other cultures through the diversity of foods I eat.	2.46	12 (7%)	88 (54%)	43 (27%)	14 (9%)	5 (3%)
At the Fall Kick Off of 2003 the reason for the variety of pastries and flags from different countries was to show the diversity of food in our heritage.	2.40	13 (8%)	83 (52%)	53 (33%)	7 (4%)	3 (2%)
At the Fall Kick Off of 2004 we gave everyone in the FSS division and other guests, diversity buttons to wear, because in our division we do "Make a Difference"!	2.52	10 (6%)	73 (46%)	65 (41%)	8 (5%)	4 (3%)
I see and feel diversity among employees when attending FSS functions.	2.47	10 (6%)	88 (55%)	45 (28%)	13 (8%)	5 (3%)
The FSS Spring Picnic recognizes our division's diversity by handing out book markers to all employees.	2.61	10 (6%)	58 (36%)	78 (49%)	10 (6%)	3 (2%)
The book markers are a good and useful tool in acknowledging how diverse we are as a division.	2.69	8 (5%)	58 (36%)	74 (46%)	15 (9%)	5 (3%)