

RESULTS OF THE STAFF REPORT

Campus Climate at San José State University (SJSU): Staff Perceptions

The subcommittee of the Campus Climate Committee (CCC), a coalition of faculty, administrators, and staff, along with the Office of Institutional Research, developed four instruments: one each for students, faculty, staff, and administrators. Data collection began April 18, 2006 and ended June 10, 2006. Staff surveys were administered online to all staff (N = 1394). Three hundred and eighteen staff responded to the questionnaire, resulting in a final response rate of about 22.8%. Megumi Hosoda, Rona Halualani, and Elena Klaw conducted all analyses (with input from the Campus Climate Committee).

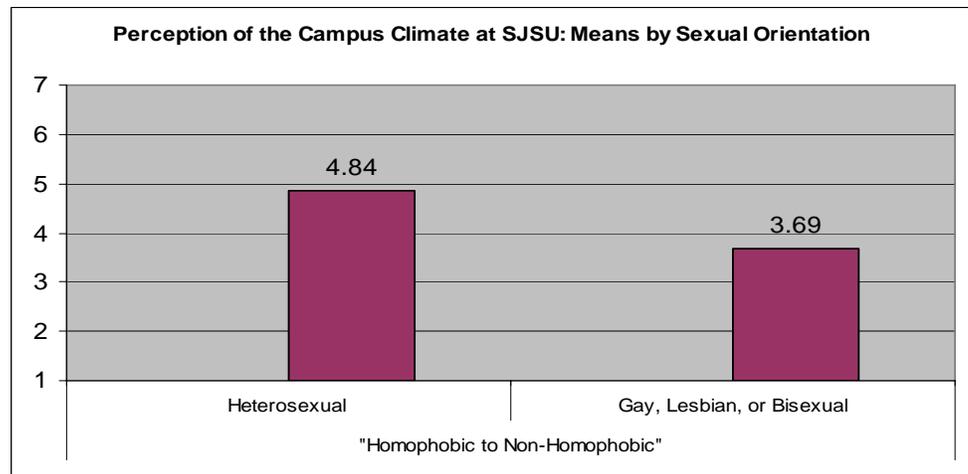
FINDINGS

The following points represent the most salient findings of the staff survey.

Perceptions of the Campus Climate

- Staff report “somewhat favorable” to “favorable” perceptions of the campus climate at SJSU; hospitable to the disabled (67%); respectful (64.2%); safe (62.6%); non-homophobic (57.9%); non-racist (57.5%); non-sexist (56%); welcoming (55.7%); and supportive (52.5%). Interestingly, sex, ethnicity, disability status, or type of language spoken did not contribute to the differential perceptions of the campus climate among staff. Other salient findings regarding the general climate of the campus are that gay, lesbian, or bisexual staff view the climate of the university as more “homophobic” than heterosexual staff.

- Staff view the climate of their own immediate working environment more favorably than the climate of the university as a whole: safe (78.6%); welcoming (72.6%); respectful (72%); hospitable to the disabled (70.8%); non-racist (70.4%); non-homophobic (69.5%); supportive (68.9%); and non-sexist (67%). Interestingly, female staff perceive the general climate of their immediate working environment to be (a) more hospitable to the disabled, (b) less racist, (c) less sexist, and (d) less homophobic than male staff. Those staff who have participated in an organized activity (conference, workshop, etc.) designed to promote sensitivity toward issues of diversity at SJSU in the past two years perceive the climate of their immediate working environment to be more hospitable to the disabled than those staff who have not participated in such an activity.
- Overall, staff believe that it is important to develop a sense of community among students, staff, and faculty (92%); developing an appreciation for a multicultural society on campus (88%); helping students learn how to bring about positive change in society (87%); promoting a climate where differences of opinions are regularly aired openly (87%);

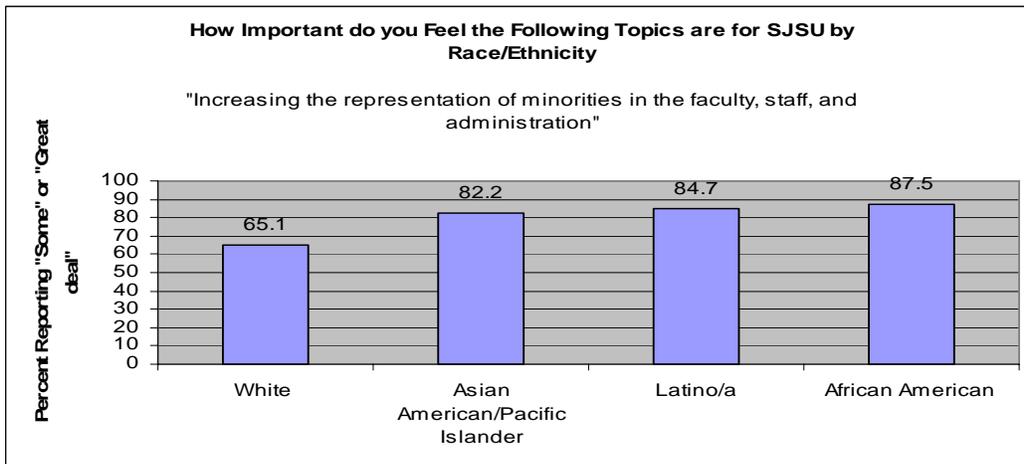


encouraging collaborations among different

departments and colleges (87%); developing leadership ability among staff (86%); and promoting and celebrating diversity (84%). Minority staff report that the increasing the representation of minorities in the faculty, staff, and administration is more important than White staff.

the respondents reported having been discriminated against “occasionally” or “frequently” because of their language and/or accent.

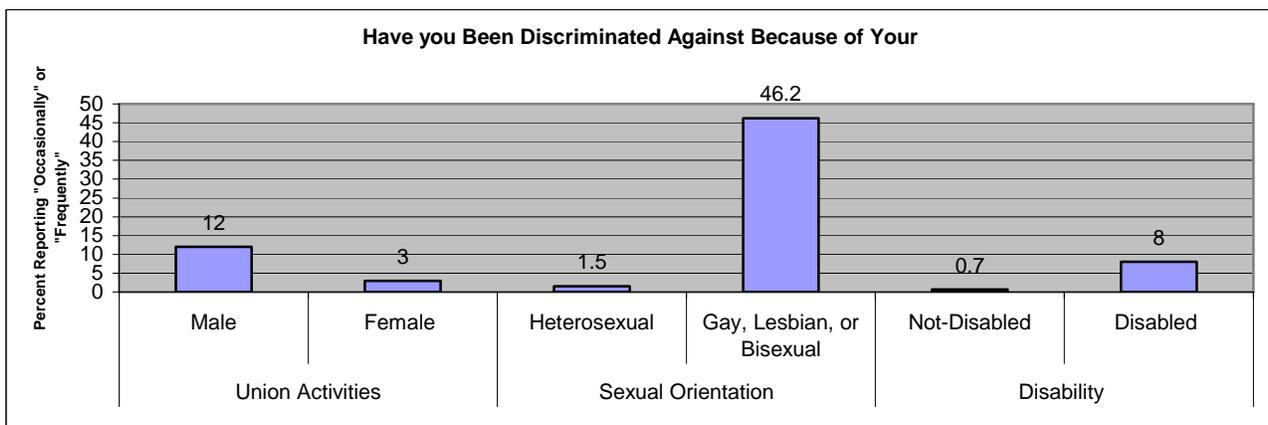
- Upon a closer examination of specific subgroups, some patterns related to discrimination experiences emerge. About

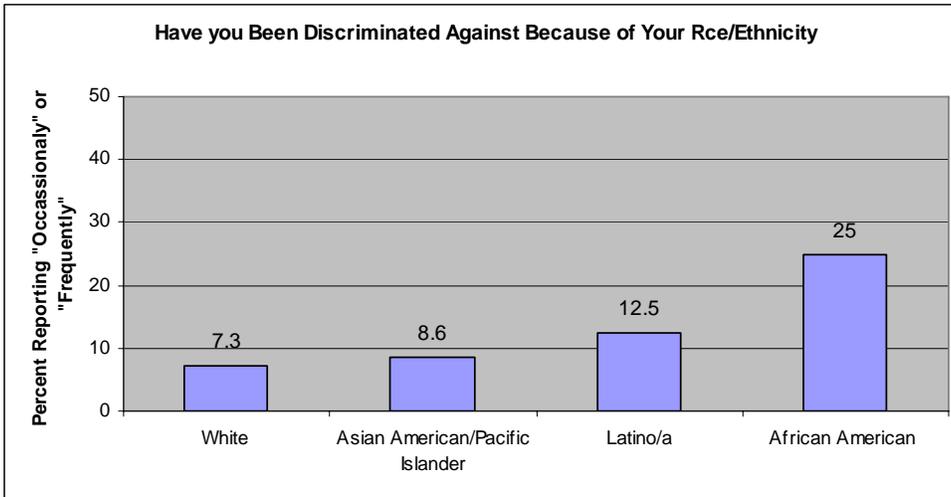


12% of the male respondents report that they were discriminated against “occasionally” or “frequently” because of their union activities, 46.2% of the

- In general, findings show that the majority of staff do not personally experience discrimination at SJSU. Among others, about 11% of all respondents reported having been discriminated against “occasionally” or “frequently” because of their race/ethnicity, 10% of all respondents reported having been discriminated against “occasionally” or “frequently” because of their political views, 9% of all respondents reported having been discriminated against “occasionally” or “frequently” because of their gender, 8% of the respondents reported having been discriminated against “occasionally” or “frequently” because of their age, and 6% of

gay, lesbian, or bisexual staff because of their sexual orientation. Furthermore, 8% of the staff with a disability report having been discriminated against because of their disability, 14% of the respondents whose first language is not English report that they were discriminated against “occasionally” or “frequently” because of their language and/or accent. In addition, some ethnic minority staff (i.e., Latino/a, African American) report having been discriminated against “occasionally” or “frequently” because of their race/ethnicity.



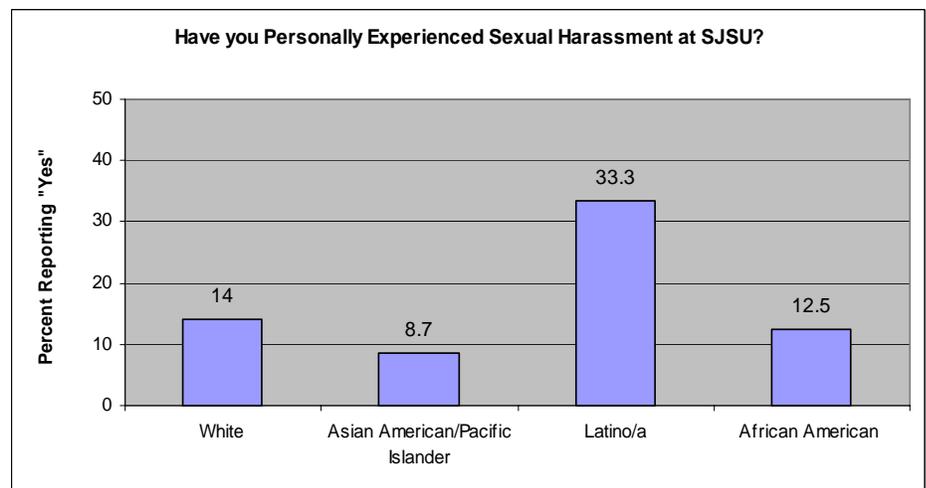


participate in their professional development (e.g., attend workshops, conferences) (27%).

- Additionally, results reveal that those staff who have participated in an organized activity are more satisfied with “opportunities to participate in their professional developments (e.g., attend workshops,

conferences) and more satisfied overall compared to those who have not participated in such an activity.

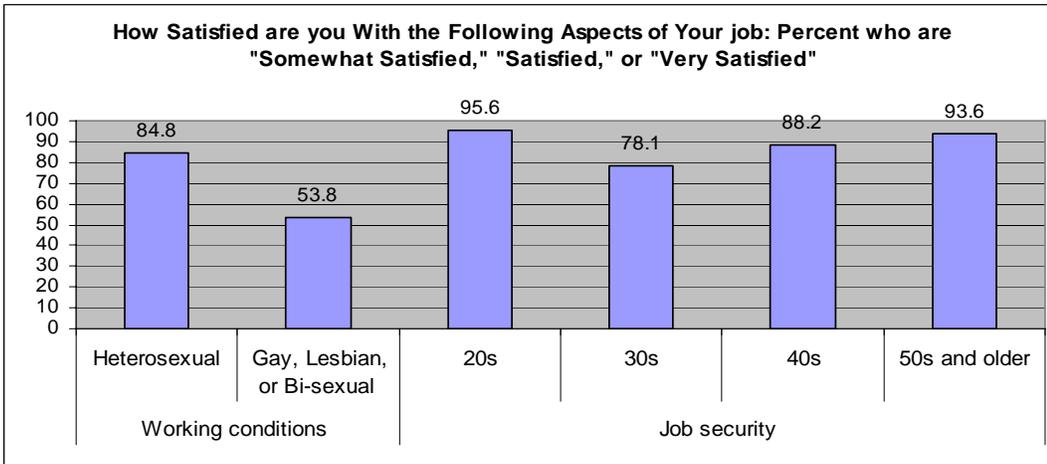
- Finally, 9.9% of Asian staff report that they were discriminated against “occasionally” or “frequently” because of their language and/or accent.
- Overall, 15% of all respondents indicate that they have personally experienced sexual harassments at SJSU. However, a relatively large number of Latino/a staff report that they have personally experienced sexual harassment at SJSU.



Job Satisfaction

- “Overall job satisfaction” for all staff was relatively high (81%). Overall, staff are relatively satisfied with the many aspects of their jobs, including “autonomy and independence” (89%), “job security” (88%), “professional relationships with their co-workers” (86%), “social relationships with their co-workers” (85%), “opportunity to be in charge of tasks or projects” (83%), “working conditions (hours, location) (82%), “relationship with their immediate supervisor” (81%), and “quality of supervision they receive” (81%). However, some staff are dissatisfied with “representation by their union” (33%), “opportunities to be recognized for excellent performance” (37%), and “opportunities to

- Gay, lesbian, or bi-sexual staff are more dissatisfied with working conditions (hours, location) than heterosexual staff. Results also show that those staff who are 30s are least satisfied with “job security.”
- With respect to satisfaction with various aspects of the university, staff are satisfied with “opportunities to interact with students” (86%) and “opportunities to be involved in campus activities and events” (74%). However, some staff indicate that they are not satisfied with “input in decisions that affect them personally (39%),” the “extent to which the campus administration encourages them to develop creative and innovative

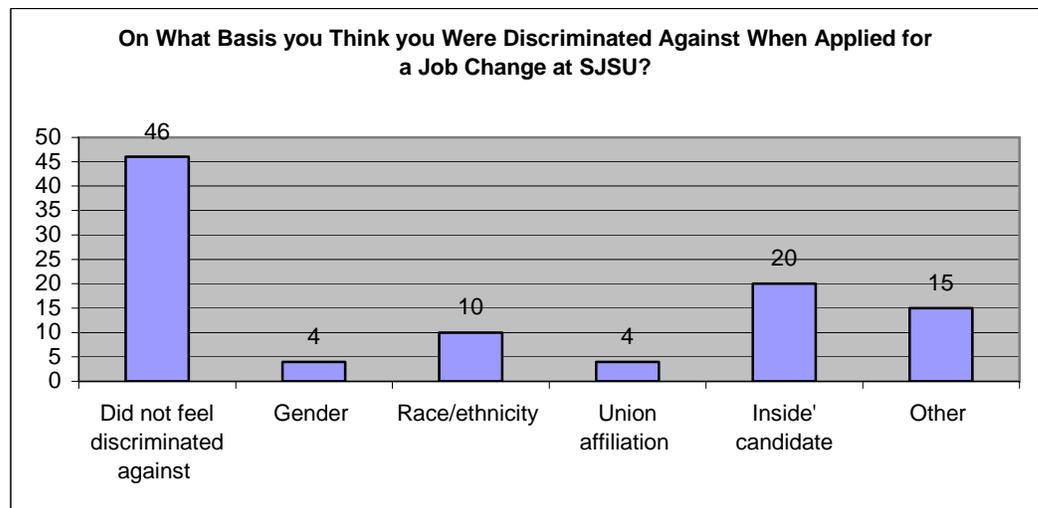


less satisfied with “input in decisions that affect them personally” and “opportunities to interact with students” than heterosexual staff.

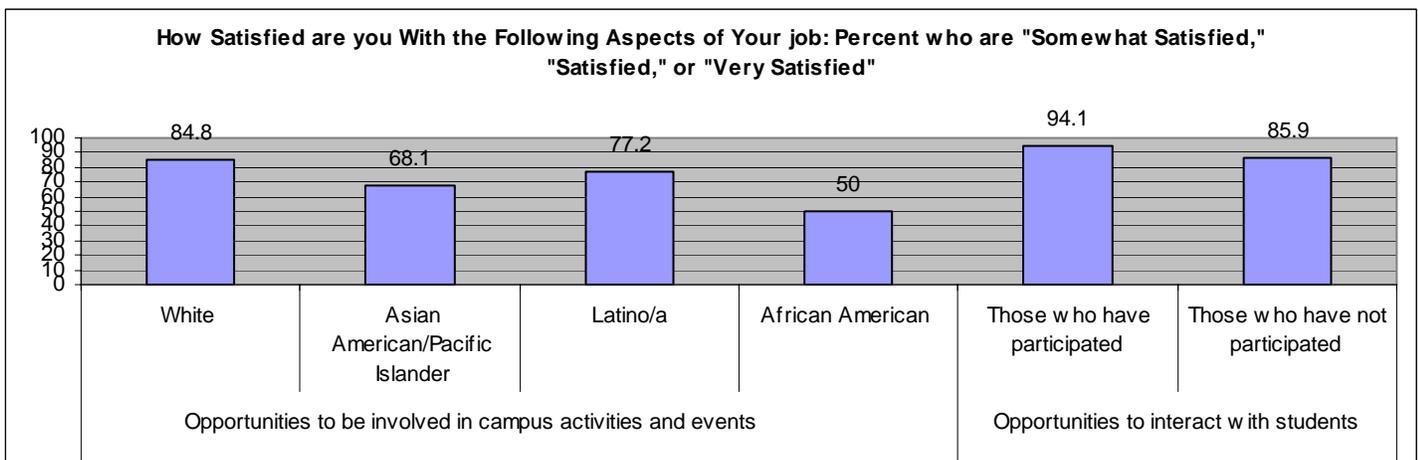
ideas” (36%), the “extent to which the campus administration willingly shares important information with them” (33%), and finally “campus administrative leadership” (31%).

- Additionally, ethnic minority staff report that they are less satisfied with the “opportunities to be involved in campus activities and events” than White staff. Similarly, those staff who have participated in an organized activity (conference, workshop, retreat, etc.) designed to promote sensitivity toward issues of diversity at SJSU report more satisfaction with “opportunities to interact with students.” Furthermore, gay, lesbian, or bi-sexual staff report that they are

- When asked whether they have ever been discriminated against when applying for a job change at SJSU, 43% of the staff report that they have never had a job change. Among those respondents who had a job change, 46% reported that they did not feel discriminated

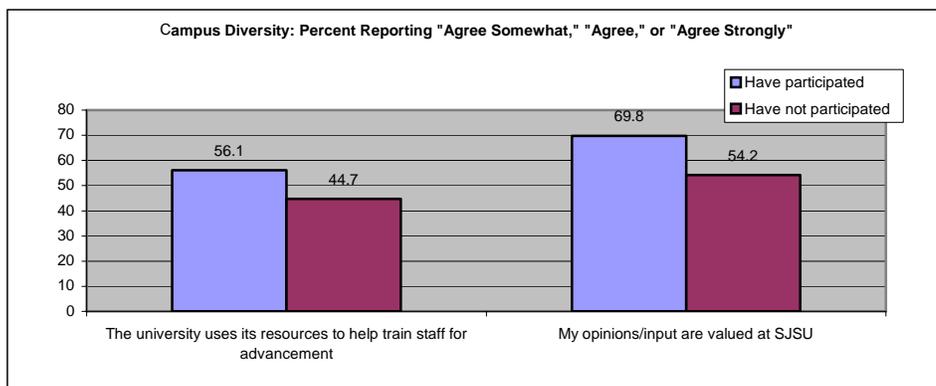


against when applying for a job change. However, 20% of those responded indicated that they felt discriminated against on the basis of ‘inside’ candidate.



Campus Diversity

- About half of the staff (49%) disagree with the statement that the university uses its resources to help train staff for advancement and only a little more than half of the staff (56%) agree with the statement that their opinions/input are valued at SJSU. Yet, those staff who have participated in an organized activity (conference, workshop, retreat, etc.) designed to promote sensitivity toward issues of diversity at SJSU agree more with the statements that the university uses its resources to help train staff for advancement and that their opinions/input are valued at SJSU.
- Seventy eight percent of the staff agree that they value the work that SJSU is doing to celebrate diversity. Those staff who speak English as a second language (93%) agree



more with such statement than those staff who are native English speakers or bilingual (82%).

- Seventy six percent of the staff agree that they know how to officially report any racist, sexist, or other discriminatory behaviors.

Although seventy two percent of the staff do not fear for their physical safety on campus, however, it should be noted that a small proportion of the staff (24%) do fear for the physical safety on

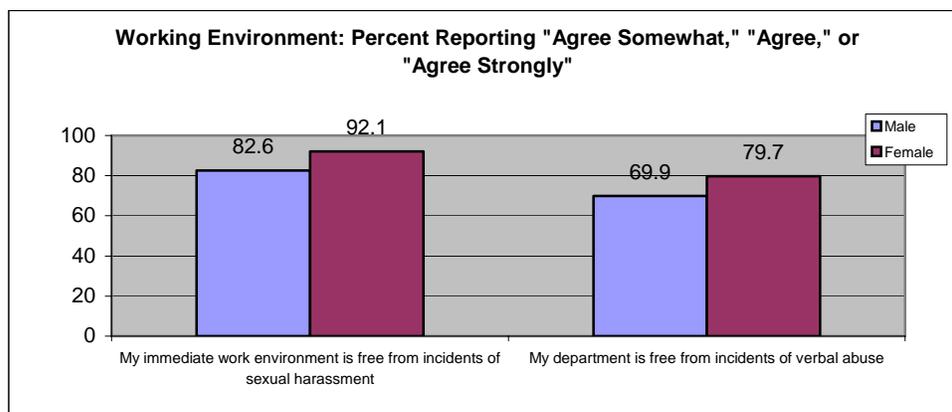
campus. Gay, lesbian, or bi-sexual staff (25%) report that they feel uncomfortable disclosing their sexual orientation on campus. In addition, almost a third of the staff (30%) agree that they feel uncomfortable discussing racially sensitive topics on campus. However, some staff report that they feel comfortable talking about their religion on campus (67%) and expressing their political views (64%).

The Working Environment

- Many staff believe that they feel SJSU is a good place to work (82%) and see their work as an integral part of the overall mission of educating students here at SJSU (86%), yet only a little more than half of the staff (58%) believe that in their opinion, SJSU is a well-managed university.

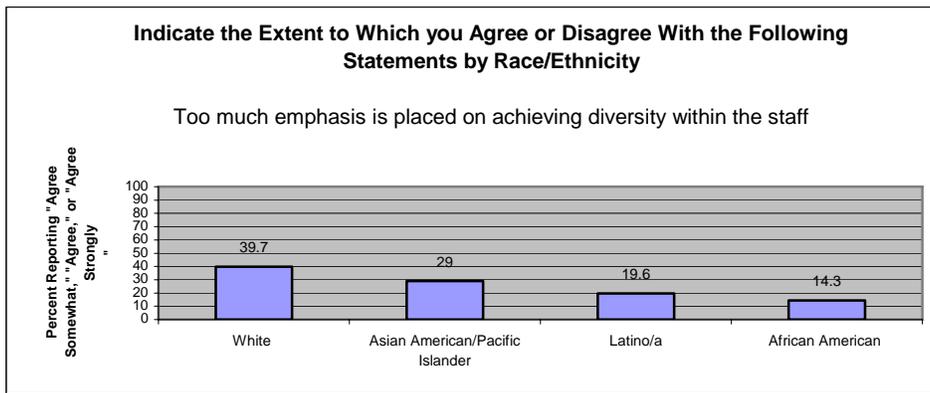
- Most staff (87%) believe that their immediate work environment is free from incidents of sexual harassment and that their department is free of incidents of verbal abuse (74%). Interestingly, compared to male staff, female staff agree more that their immediate work environment is free from incidents of sexual harassment and that their department is free from incidents of verbal abuse.

- Furthermore, a little more than half of the staff (53%) perceive that staff morale is good in their department, yet, a half of the staff (49%) report that there is favoritism in their



department.

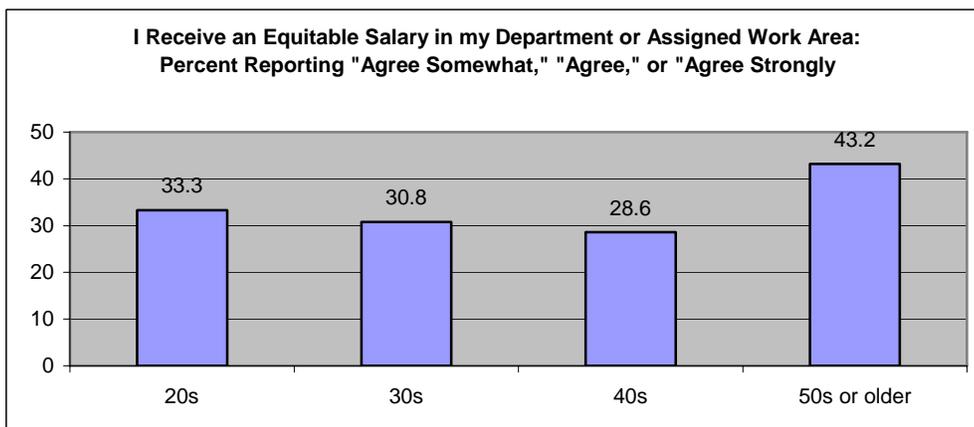
- Seventy seven percent of the staff believe that women in their department have equal opportunities as men for recognition, respect, and advancement. Although only a small number of the staff (30%) agree with the statement that “too much emphasis is placed on achieving diversity within the staff,” minority staff agree less with such statement than White staff.



- Sixty eight percent of the staff report that they are able to attend campus activities/events during work hours.

Compensation

- One third of the staff (33%) indicate that they receive an equitable salary in their department or assigned work area. Interestingly, compared to 50 or over 50 years old staff, those who are 40s agree less that they receive an equitable salary in their



department or assigned work area.

Opportunities for Advancement and Career Development

- Although more than a half of the staff (57%) agree that their actual job duties fit their job description, at the same time, this finding indicates that 40% of the staff also disagree with such a statement.
- Staff tend to indicate that there are

opportunities for them to develop their skills and capabilities in their department (69%) and feel that they are supported when seeking information about career development (66%). However, a relatively small percent of the staff indicate that there are sufficient opportunities for advancement within

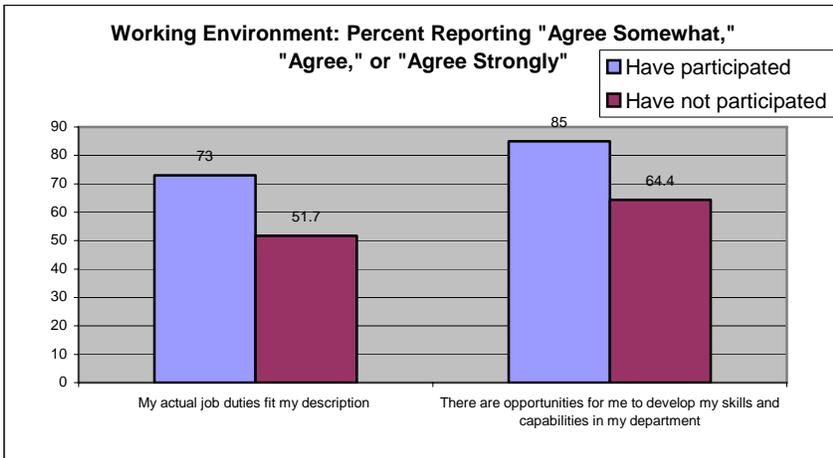
their department (29%) as well as within SJSU (50%).

- Interestingly, those who have participated in an organized activity (conference, workshop, retreat, etc.) designed to promote sensitivity toward issues of diversity at SJSU agreed more that (a) their actual job duties fit their job description, (b) there are opportunities for them to develop their skills and capabilities in their department, (c) they are supported when seeking information about career development, and (d) there are sufficient

opportunities for advancement within their department than those who have not participated in such an organized activity.

Perceptions of Supervisors

- Staff have favorable views of their supervisors. Most staff (81%) do not



Will the Survey Have an Impact?

- Overall, 58% of all staff are at least somewhat optimistic about the impact that their responses on the survey will have on SJSU's campus climate. Non-native English speaking staff (83%) believe more that their responses on this survey will have a significant impact on SJSU's campus climate than native English speaking staff or

bilingual staff (57%).

feel that their supervisors treat them like they are incompetent. Furthermore, most staff report that (a) their supervisor is competent (81%), (b) they are often given feedback about how they are doing on the job (64%), (c) their work contributions to their department are appreciated by their supervisor/manager (76%), (d) their performance on the job is evaluated fairly (72%), (e) their supervisors understands what it takes for them to do their job (71%), they receive enough information in order to perform their job (75%), and feel that when they take initiative on the job it is usually appreciated (76%),

- Despite such a positive view of one's supervisor, 59% of the staff indicate that they feel they can report wrongdoing by a supervisor or manager without fear of reprisal.
- About two-thirds of the staff (67%) report that they often feel that it is necessary to work late or through lunch to get their work done.

Qualitative Data Analysis Portion and Recommendations For Action Are Being Finalized, Summer 2008-September 2008

