

Executive Summary¹

- Three thousand three hundred and sixty-nine (n= 3,369) usable surveys were returned representing ten organizations from seven states. Response rates varied from a low of 17 percent to a high of 94 percent.
- People of color and women were less comfortable than white people and men with both the organizational and workplace climates. Eighty percent of the respondents reported they were comfortable with the climate for diversity in their organizations. Slightly more people (84%) were comfortable with the climate for diversity in their individual work units.
- Thirty-five percent of the respondents participated in diversity training within the past year.
- Nearly 81 percent of the respondents had not heard any employees make insensitive or disparaging remarks about various populations. Across all job classifications, there was a slightly higher incidence of having heard insensitive or disparaging remarks about women than based on the other characteristics listed.
- Twenty percent of the respondents indicated that they had experienced conduct that had interfered unreasonably with their ability to work or learn in the organization (harassment). These experiences were primarily due to age (25%) and gender (40%).
- Respondents from under-represented groups (women, people of color, and sexual minorities) reported experiencing harassment more often than their corresponding majority group (men, white people, heterosexual people). In regards to position, field/faculty agents and support staff reported experiencing harassment more often than the other positions.
- The harassment experienced was in the form of derogatory remarks (61%) and experienced more often in a local office (64%). Approximately one-third of the respondents identified administrators (30%) or field faculty/agents (32%) as the source of harassment, while 27 and 24 percent suggested that supervisors and support staff, respectively, were the sources.
- In reaction to the harassing conduct, 56 percent of the respondents were embarrassed. Forty-five percent ignored the experience, 42 percent told a friend about it, 38 percent either avoided the harasser, and 37 percent left the situation immediately. Furthermore, more than one-third considered changing jobs in response to the situation.
- Twenty-three percent of the respondents indicated that they observed conduct within the organization that created an offensive, hostile, or intimidating working or learning environment mainly due to race (25%) and gender (39%). The conduct was most often in the form of derogatory comments (77%) and observed in a local office (60%).

¹ Caution must be taken when attempting to generalize these results, as each organization has its own unique context based on organizational size, location, and demographic make-up.

- Participants from under-represented groups (women, people of color, and sexual minorities) reported observing harassment more often than people from their corresponding majority group (men, white people, heterosexual people).
- Few respondents reported observing discriminatory hiring (less than 9%), firing (less than 2%), or promotion (less than 9%) based on any of the characteristics presented.
- Of those responding, approximately one-third of the respondents had *no* contact with people of American Indian/Alaskan Native or Middle Eastern origins. Respondents were in frequent contact with Caucasians/Whites (87%) and persons of varying ages (67%).
- The majority of respondents indicated that they would feel comfortable being a close friend of, sharing an office with, and being supervised by people different than themselves. The percentages of respondents who felt comfortable interacting with a transgender man or woman, an openly lesbian woman or gay man, a person with HIV or AIDS, or a person with a mental illness was considerably lower.
- Respondents were also queried regarding their attitudes about the organization. Just over 60 percent of the respondents believed their home organizations addressed issues related to race (67%), ethnicity (66%), physical disability (63%), gender (63%), and age (61%). Respondents were least likely to agree that issues related to gender identity (40%), sexual orientation (40%), mental disability (43%), and religion (48%) were addressed.
- A substantial portion of the respondents (71%) felt that their organizational leadership visibly fostered diversity.
- Slightly more than half (56%) of the respondents made adjustments in programming strategies as a result of the increased diversity of clients across the state.
- Roughly three-quarters of the respondents believed that management within their work units demonstrated a commitment to diversity, diversity among staff and clients created increased benefits for the organization, and the workplace environment was welcoming for clients and employees from underrepresented groups.
- Sixty-one percent felt that programming within the state organization represented the contributions of people from underrepresented groups.
- At least three-quarters of the respondents indicated that the overall climate was accepting of most of the groups listed. Fewer respondents believed the organizational climate was accepting of openly lesbian, gay, bisexual, and transgender persons (45%), persons with mental disabilities (51%), and Middle Easterners (65%).