

# Diversity and Engagement Survey

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## Feedback and Benchmarking Institutional Report

June 2012



UMASS University of Massachusetts Medical School Office of Diversity and Equal Opportunity

*Shaping Our Future Through Inclusion*

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The Diversity Engagement Survey (DES) was developed and analyzed by the University of Massachusetts Medical School (UMMS) Office of Diversity and Equal Opportunity in collaboration with the Association of American Medical Colleges (AAMC). The data was collected and compiled by DataStar Inc. of Waltham, MA a provider of survey management, data processing and tabulation services to researchers.

This survey measures and describes the inclusiveness of the academic learning environment, defines the institutional areas of strengths and areas for improvement, and points to the strategic direction for organizational transformation. As an innovative tool, it draws upon workforce engagement theory and theoretical components of organizational inclusion. The 22-item survey items are mapped to the eight inclusion factors (*trust, appreciation of individual attributes, sense of belonging, access to opportunity, equitable reward and recognition, cultural competence, respect, and common purpose*) that load onto three Workforce Engagement Clusters—Vision/Purpose, Camaraderie, and Appreciation. After an initial pilot testing, the survey was administered nationally. This report includes data from 14 institutions.

Data specific to your university were collected on 346 people from an available pool of 815 resulting in a 27% response rate.

Please note that when communicated, the data will only be reported in aggregate form. To realize the full impact and value of this report, demographic categories will need to be analyzed.

This report will not be provided to any unauthorized parties and does not contain any information that would permit identification of an individual. When deemed appropriate (typically  $N < 10$ ), demographic categories were collapsed to prevent possible identification of individuals.

For further information on the conceptual framework and measurement model of the DES, as well as information on how to specifically interpret your scores and for suggested interventions for increasing your scores, please refer to the DES Users Guide. The DES Users Guide can be obtained from DataStar, Inc. [www.surveystar.com](http://www.surveystar.com) Any questions regarding this report can be directed to UMMS Diversity and Equal Opportunity Office at 508-856-2179 or [DES@umassmed.edu](mailto:DES@umassmed.edu).

## **INTERPRETING YOUR DES SCORES**

Responses on the survey were scored on a 5-point likert scale (5=strongly agree to 1=strongly disagree). For the purpose of reporting, responses of 'unable to evaluate' were coded as missing. Raw percentages from the 5-point likert scale are presented. A mean score was also calculated by averaging the responses to each question. Based on the coding of each question, lower scores indicate a more favorable response. To aid in interpretation, the 5-point scale was also collapsed into a three-level scale with strongly agree and agree constituting a 'favorable' response, neither agree or disagree constituting a 'mixed' response, and disagree or strongly disagree constituting an 'unfavorable' response. Raw percentages from this grouping are presented as well.

We also created summary scores for both the inclusion factors as well as the engaging the heart clusters by calculating the mean value. To realize the full benefit of this report from a diversity perspective, inclusion factors and engagement clusters should be analyzed according to each demographic category. If your institution does not have the capacity to perform this function, DataStar, Inc. can provide that service for you. For more information on interpreting your scores please refer to the User's Guide.

## Participating Academic Medical Centers



<i>University</i>	<i>Number Responding</i>	<i>Percent</i>
<i>University of Massachusetts Medical School</i>	1958	14 %
<i>Boston University School of Medicine</i>	763	6 %
<i>Dartmouth Medical School</i>	1235	9 %
<i>Duke University School of Medicine</i>	2308	17 %
<i>Florida State University College of Medicine</i>	523	4 %
<i>Indiana University School of Medicine</i>	836	6 %
<i>University of Medicine and Dentistry of New Jersey</i>	470	3 %
<i>Oakland University William Beaumont School of Medicine</i>	395	3 %
<i>Texas A&amp;M Health Science Center College of Medicine</i>	271	2 %
<i>University of Illinois College of Medicine</i>	92	1 %
<i>University of Mississippi Medical Center</i>	2284	17 %
<i>University of New Mexico Health Sciences Center</i>	1779	13 %
<i>University of Vermont College of Medicine</i>	434	3 %
<i>Marshall University Joan C. Edwards School of Medicine</i>	346	3 %
<b><i>TOTAL</i></b>	13694	

Table 1. Respondent Demographics: Marshall University Joan C. Edwards School of Medicine vs. All Other Respondents

Characteristic		Marshall University Joan C. Edwards School of Medicine	All Other Respondents
		N (%)	N (%)
Length of Time at Medical School	Less than 1 year	57 (16.57%)	1,814 (13.84%)
	1 year to less than 5 years	143 (41.57%)	4,638 (35.38%)
	5 years to less than 10 years	41 (11.92%)	2,579 (19.68%)
	10 years or more	103 (29.94%)	4,077 (31.10%)
Gender	Male	188 (55.29%)	4,291 (33.14%)
	Female	152 (44.71%)	8,659 (66.86%)
Race/Ethnicity	Hispanic/Latino	7 (2.07%)	731 (5.71%)
	American Indian/Alaska Native	1 (0.30%)	76 (0.59%)
	Asian	23 (6.80%)	979 (7.64%)
	Black/African American	9 (2.66%)	1,125 (8.78%)
	Native Hawaiian/Other Pacific Islander		24 (0.19%)
	White	276 (81.66%)	9,513 (74.25%)
	Other	22 (6.51%)	364 (2.84%)
Generational Age Group	Traditional (Born between 1922-1944)	6 (1.75%)	306 (2.37%)
	Baby Boomers (Born between 1945-1964)	94 (27.49%)	5,364 (41.46%)
	Generation X (Born between 1965-1980)	90 (26.32%)	4,200 (32.47%)
	Millennials (Born between 1981-2000)	152 (44.44%)	3,067 (23.71%)
Sexual Orientation	Heterosexual	319 (92.20%)	11,528 (86.36%)
	GLBTQ or Other	15 (4.34%)	932 (6.98%)

Characteristic		Marshall University Joan C. Edwards School of Medicine	All Other Respondents
		N (%)	N (%)
	Missing/Refused to Answer	12 (3.47%)	888 (6.65%)
Veteran Status	Yes	20 (5.88%)	611 (4.74%)
	No	320 (94.12%)	12,274 (95.26%)

Table 2. Diversity and Engagement Survey Responses: Marshall University Joan C. Edwards School of Medicine vs. All Other Respondents

			3-point Collapsed Scale			5-Point Likert Scale					
Survey Question	Respondents	Number Responding	Favorable	Mixed	Unfavorable	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Mean for 5-Point Likert Scale
		N	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	Mean (SD)
1. I trust my institution to be fair to all employees and students.	Marshall University Joan C. Edwards School of Medicine	345	287 (83.19%)	38 (11.01%)	20 (5.80%)	154 (44.64%)	133 (38.55%)	38 (11.01%)	11 (3.19%)	9 (2.61%)	4.19 (0.94)
	All Other Respondents	13,154	9,539 (72.52%)	1,615 (12.28%)	2,000 (15.20%)	3,406 (25.89%)	6,133 (46.62%)	1,615 (12.28%)	1,507 (11.46%)	493 (3.75%)	3.79 (1.07)
2. The leadership of my institution is committed to treating people respectfully.	Marshall University Joan C. Edwards School of Medicine	345	295 (85.51%)	36 (10.43%)	14 (4.06%)	151 (43.77%)	144 (41.74%)	36 (10.43%)	11 (3.19%)	3 (0.87%)	4.24 (0.83)
	All Other Respondents	13,105	10,118 (77.21%)	1,690 (12.90%)	1,297 (9.90%)	3,845 (29.34%)	6,273 (47.87%)	1,690 (12.90%)	979 (7.47%)	318 (2.43%)	3.94 (0.97)
3. I am valued as an individual by my institution.	Marshall University Joan C. Edwards School of Medicine	346	266 (76.88%)	64 (18.50%)	16 (4.62%)	144 (41.62%)	122 (35.26%)	64 (18.50%)	11 (3.18%)	5 (1.45%)	4.12 (0.92)
	All Other Respondents	13,186	8,720 (66.13%)	2,540 (19.26%)	1,926 (14.61%)	2,888 (21.90%)	5,832 (44.23%)	2,540 (19.26%)	1,427 (10.82%)	499 (3.78%)	3.70 (1.05)

			3-point Collapsed Scale			5-Point Likert Scale					
Survey Question	Respondents	Number Responding	Favorable	Mixed	Unfavorable	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Mean for 5-Point Likert Scale
		N	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	Mean (SD)
4. I feel that my work or studies contributes to the mission of the institution.	Marshall University Joan C. Edwards School of Medicine	343	308 (89.80%)	27 (7.87%)	8 (2.33%)	157 (45.77%)	151 (44.02%)	27 (7.87%)	8 (2.33%)		4.33 (0.72)
	All Other Respondents	13,172	11,924 (90.53%)	875 (6.64%)	373 (2.83%)	5,278 (40.07%)	6,646 (50.46%)	875 (6.64%)	280 (2.13%)	93 (0.71%)	4.27 (0.74)
5. This last year, I have had opportunities at work/school to develop professionally.	Marshall University Joan C. Edwards School of Medicine	343	302 (88.05%)	26 (7.58%)	15 (4.37%)	163 (47.52%)	139 (40.52%)	26 (7.58%)	13 (3.79%)	2 (0.58%)	4.31 (0.81)
	All Other Respondents	12,922	9,981 (77.24%)	1,488 (11.52%)	1,453 (11.24%)	4,178 (32.33%)	5,803 (44.91%)	1,488 (11.52%)	998 (7.72%)	455 (3.52%)	3.95 (1.03)
6. At work/school, my opinions matter.	Marshall University Joan C. Edwards School of Medicine	342	233 (68.13%)	68 (19.88%)	41 (11.99%)	110 (32.16%)	123 (35.96%)	68 (19.88%)	34 (9.94%)	7 (2.05%)	3.86 (1.04)
	All Other Respondents	13,185	8,692 (65.92%)	2,514 (19.07%)	1,979 (15.01%)	2,832 (21.48%)	5,860 (44.44%)	2,514 (19.07%)	1,376 (10.44%)	603 (4.57%)	3.68 (1.06)



			3-point Collapsed Scale			5-Point Likert Scale					
Survey Question	Respondents	Number Responding	Favorable	Mixed	Unfavorable	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Mean for 5-Point Likert Scale
		N	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	Mean (SD)
7. In this institution, I have opportunities to work successfully in settings with diverse colleagues.	Marshall University Joan C. Edwards School of Medicine	344	274 (79.65%)	44 (12.79%)	26 (7.56%)	140 (40.70%)	134 (38.95%)	44 (12.79%)	23 (6.69%)	3 (0.87%)	4.12 (0.93)
	All Other Respondents	13,130	10,754 (81.90%)	1,496 (11.39%)	880 (6.70%)	4,191 (31.92%)	6,563 (49.98%)	1,496 (11.39%)	612 (4.66%)	268 (2.04%)	4.05 (0.89)
8. Someone at work/school seems to care about me as an individual.	Marshall University Joan C. Edwards School of Medicine	343	296 (86.30%)	34 (9.91%)	13 (3.79%)	164 (47.81%)	132 (38.48%)	34 (9.91%)	11 (3.21%)	2 (0.58%)	4.30 (0.82)
	All Other Respondents	13,188	10,644 (80.71%)	1,571 (11.91%)	973 (7.38%)	4,363 (33.08%)	6,281 (47.63%)	1,571 (11.91%)	624 (4.73%)	349 (2.65%)	4.04 (0.94)
9. There is someone at work/school who encourages my development.	Marshall University Joan C. Edwards School of Medicine	344	288 (83.72%)	40 (11.63%)	16 (4.65%)	150 (43.60%)	138 (40.12%)	40 (11.63%)	12 (3.49%)	4 (1.16%)	4.22 (0.87)
	All Other Respondents	13,153	9,555 (72.65%)	2,059 (15.65%)	1,539 (11.70%)	4,058 (30.85%)	5,497 (41.79%)	2,059 (15.65%)	1,039 (7.90%)	500 (3.80%)	3.88 (1.05)

			3-point Collapsed Scale			5-Point Likert Scale					
Survey Question	Respondents	Number Responding	Favorable	Mixed	Unfavorable	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Mean for 5-Point Likert Scale
		N	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	Mean (SD)
10. I receive recognition and praise for my good work similarly to others who do good work at this institution.	Marshall University Joan C. Edwards School of Medicine	341	249 (73.02%)	60 (17.60%)	32 (9.38%)	125 (36.66%)	124 (36.36%)	60 (17.60%)	26 (7.62%)	6 (1.76%)	3.99 (1.00)
	All Other Respondents	13,048	8,605 (65.95%)	2,277 (17.45%)	2,166 (16.60%)	3,172 (24.31%)	5,433 (41.64%)	2,277 (17.45%)	1,475 (11.30%)	691 (5.30%)	3.68 (1.12)
11. I believe my institution manages diversity effectively.	Marshall University Joan C. Edwards School of Medicine	341	237 (69.50%)	75 (21.99%)	29 (8.50%)	116 (34.02%)	121 (35.48%)	75 (21.99%)	17 (4.99%)	12 (3.52%)	3.91 (1.04)
	All Other Respondents	12,836	8,479 (66.06%)	2,757 (21.48%)	1,600 (12.46%)	2,751 (21.43%)	5,728 (44.62%)	2,757 (21.48%)	1,063 (8.28%)	537 (4.18%)	3.71 (1.03)
12. In my institution, I experience respect among individuals and groups with various cultural differences.	Marshall University Joan C. Edwards School of Medicine	341	292 (85.63%)	43 (12.61%)	6 (1.76%)	142 (41.64%)	150 (43.99%)	43 (12.61%)	4 (1.17%)	2 (0.59%)	4.25 (0.76)
	All Other Respondents	13,077	10,847 (82.95%)	1,502 (11.49%)	728 (5.57%)	3,528 (26.98%)	7,319 (55.97%)	1,502 (11.49%)	545 (4.17%)	183 (1.40%)	4.03 (0.82)

			3-point Collapsed Scale			5-Point Likert Scale					
Survey Question	Respondents	Number Responding	Favorable	Mixed	Unfavorable	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Mean for 5-Point Likert Scale
		N	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	Mean (SD)
13. If I raised a concern about discrimination, I am confident my institution would do what is right.	Marshall University Joan C. Edwards School of Medicine	335	265 (79.10%)	52 (15.52%)	18 (5.37%)	148 (44.18%)	117 (34.93%)	52 (15.52%)	12 (3.58%)	6 (1.79%)	4.16 (0.94)
	All Other Respondents	12,671	8,574 (67.67%)	2,529 (19.96%)	1,568 (12.37%)	3,164 (24.97%)	5,410 (42.70%)	2,529 (19.96%)	1,078 (8.51%)	490 (3.87%)	3.76 (1.04)
14. I consider at least one of my co-workers or fellow students to be a trusted friend.	Marshall University Joan C. Edwards School of Medicine	343	313 (91.25%)	23 (6.71%)	7 (2.04%)	208 (60.64%)	105 (30.61%)	23 (6.71%)	7 (2.04%)		4.50 (0.71)
	All Other Respondents	13,155	11,078 (84.21%)	1,285 (9.77%)	792 (6.02%)	5,209 (39.60%)	5,869 (44.61%)	1,285 (9.77%)	630 (4.79%)	162 (1.23%)	4.17 (0.88)
15. In my institution, I receive support for working with diverse groups and working in cross-cultural situations.	Marshall University Joan C. Edwards School of Medicine	327	219 (66.97%)	86 (26.30%)	22 (6.73%)	104 (31.80%)	115 (35.17%)	86 (26.30%)	17 (5.20%)	5 (1.53%)	3.91 (0.96)
	All Other Respondents	12,421	8,060 (64.89%)	3,327 (26.79%)	1,034 (8.32%)	2,788 (22.45%)	5,272 (42.44%)	3,327 (26.79%)	814 (6.55%)	220 (1.77%)	3.77 (0.93)

			3-point Collapsed Scale			5-Point Likert Scale					
Survey Question	Respondents	Number Responding	Favorable	Mixed	Unfavorable	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Mean for 5-Point Likert Scale
		N	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	Mean (SD)
16. In my institution, I am confident that my accomplishments are compensated similarly to others who have achieved their goals.	Marshall University Joan C. Edwards School of Medicine	333	237 (71.17%)	53 (15.92%)	43 (12.91%)	114 (34.23%)	123 (36.94%)	53 (15.92%)	32 (9.61%)	11 (3.30%)	3.89 (1.08)
	All Other Respondents	12,701	6,987 (55.01%)	2,580 (20.31%)	3,134 (24.68%)	2,250 (17.72%)	4,737 (37.30%)	2,580 (20.31%)	2,035 (16.02%)	1,099 (8.65%)	3.39 (1.20)
17. I feel connected to the vision, mission and values of this institution.	Marshall University Joan C. Edwards School of Medicine	344	246 (71.51%)	68 (19.77%)	30 (8.72%)	111 (32.27%)	135 (39.24%)	68 (19.77%)	28 (8.14%)	2 (0.58%)	3.94 (0.95)
	All Other Respondents	13,153	9,170 (69.72%)	2,624 (19.95%)	1,359 (10.33%)	2,965 (22.54%)	6,205 (47.18%)	2,624 (19.95%)	997 (7.58%)	362 (2.75%)	3.79 (0.97)
18. I believe that my institution reflects a culture of civility.	Marshall University Joan C. Edwards School of Medicine	344	285 (82.85%)	45 (13.08%)	14 (4.07%)	137 (39.83%)	148 (43.02%)	45 (13.08%)	13 (3.78%)	1 (0.29%)	4.18 (0.82)
	All Other Respondents	13,176	10,280 (78.02%)	1,798 (13.65%)	1,098 (8.33%)	3,254 (24.70%)	7,026 (53.32%)	1,798 (13.65%)	783 (5.94%)	315 (2.39%)	3.92 (0.91)

			3-point Collapsed Scale			5-Point Likert Scale					
Survey Question	Respondents	Number Responding	Favorable	Mixed	Unfavorable	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Mean for 5-Point Likert Scale
		N	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	Mean (SD)
19. I believe that in my institution harassment is not tolerated.	Marshall University Joan C. Edwards School of Medicine	341	286 (83.87%)	39 (11.44%)	16 (4.69%)	159 (46.63%)	127 (37.24%)	39 (11.44%)	13 (3.81%)	3 (0.88%)	4.25 (0.87)
	All Other Respondents	13,014	9,996 (76.81%)	1,594 (12.25%)	1,424 (10.94%)	3,839 (29.50%)	6,157 (47.31%)	1,594 (12.25%)	972 (7.47%)	452 (3.47%)	3.92 (1.01)
20. In this institution, there are opportunities for me to engage in service and community outreach.	Marshall University Joan C. Edwards School of Medicine	340	317 (93.24%)	20 (5.88%)	3 (0.88%)	185 (54.41%)	132 (38.82%)	20 (5.88%)	3 (0.88%)		4.47 (0.65)
	All Other Respondents	12,973	10,675 (82.29%)	1,629 (12.56%)	669 (5.16%)	4,154 (32.02%)	6,521 (50.27%)	1,629 (12.56%)	496 (3.82%)	173 (1.33%)	4.08 (0.84)
21. I feel that I am an integral part of my department or school.	Marshall University Joan C. Edwards School of Medicine	345	266 (77.10%)	52 (15.07%)	27 (7.83%)	142 (41.16%)	124 (35.94%)	52 (15.07%)	19 (5.51%)	8 (2.32%)	4.08 (0.99)
	All Other Respondents	13,182	9,618 (72.96%)	2,180 (16.54%)	1,384 (10.50%)	3,426 (25.99%)	6,192 (46.97%)	2,180 (16.54%)	979 (7.43%)	405 (3.07%)	3.85 (0.99)

			3-point Collapsed Scale			5-Point Likert Scale					
Survey Question	Respondents	Number Responding	Favorable	Mixed	Unfavorable	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Mean for 5-Point Likert Scale
		N	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	N (%)	Mean (SD)
22. The culture of my institution is accepting of people with different ideas.	Marshall University Joan C. Edwards School of Medicine	343	269 (78.43%)	53 (15.45%)	21 (6.12%)	133 (38.78%)	136 (39.65%)	53 (15.45%)	14 (4.08%)	7 (2.04%)	4.09 (0.94)
	All Other Respondents	13,055	9,289 (71.15%)	2,279 (17.46%)	1,487 (11.39%)	3,025 (23.17%)	6,264 (47.98%)	2,279 (17.46%)	1,022 (7.83%)	465 (3.56%)	3.79 (1.00)

Table 3. Inclusion Factors and Cluster Scores: Marshall University Joan C. Edwards School of Medicine vs. All Other Respondents

Factor	Marshall University Joan C. Edwards School of Medicine	All Other Respondents	MeanDiff (YourSchool - Others)	CI for MeanDiff (Lower, Upper)	P-value
	Mean (SD)	Mean (SD)			
Common Purpose Factor	4.14 (0.75)	4.03 (0.74)	0.1107	(0.0310, 0.1903)	0.0065
Access to Opportunity Factor	4.26 (0.74)	3.91 (0.94)	0.3480	(0.2470, 0.4489)	0.0000
Equitable Reward and Recognition Factor	3.95 (0.95)	3.54 (1.05)	0.4068	(0.2922, 0.5213)	0.0000
Cultural Competency Factor	4.10 (0.74)	3.90 (0.75)	0.1991	(0.1190, 0.2791)	0.0000
<b>Vision/Purpose Cluster</b>	4.11 (0.70)	3.85 (0.75)	0.2628	(0.1826, 0.3430)	0.0000
Trust Factor	4.19 (0.83)	3.83 (0.91)	0.3684	(0.2713, 0.4655)	0.0000
Sense of Belonging Factor	4.15 (0.76)	3.90 (0.78)	0.2502	(0.1670, 0.3335)	0.0000
<b>Camaraderie Cluster</b>	4.17 (0.73)	3.86 (0.77)	0.3095	(0.2275, 0.3914)	0.0000
Appreciation of Individual Attributes Factor	4.17 (0.75)	3.84 (0.85)	0.3303	(0.2401, 0.4205)	0.0000
Respect Factor	4.22 (0.70)	3.96 (0.78)	0.2620	(0.1785, 0.3454)	0.0000
<b>Appreciation Cluster</b>	4.20 (0.69)	3.90 (0.78)	0.2972	(0.2145, 0.3799)	0.0000

*The mean difference column may not equal differences obtained from subtracting the prior columns directly due to rounding.*

*The p-value is based on a two-sample t-test of means accounting for unequal variances where appropriate.*