

Staff

2017 Oakland University Climate Survey: Responses to Open-ended Questions

Responses to Open-end Questions

The questionnaire included several questions inviting open-ended comments from respondents. In this section, we present the results for three such questions: (i) a question asking for suggestions for improving the climate, (ii) a question asking respondents to mention relevant issues of climate or demographic information not covered in the questionnaire, and (iii) a question asking respondents what Oakland University could do to increase their confidence in being able to file a complaint without negative consequences.

For all questions, we categorized the responses into commonly occurring themes in the responses provided. Each respondent's comments could be classified into a single theme if it mentioned only one or into multiple themes if the comment touched upon more than one. Therefore, when the number of mentions listed for each theme are summed up across themes, it will total to more than the number of respondents answering the question.

There were 259 staff who provided suggestions for improving the climate. Table I1 summarizes these themes and the number of mentions for each.

Table I1. Suggestions for improving climate

Themes	Number of mentions
Administration, supervisor-employee relationship	67
Diversity, tolerance	58
Communication	39
Student mentions	32
Professional development	31
Valuing staff employees	28
Hiring/recruitment	26
Promotions, advancement, build a successful career	25
Salaries/pay/wages, fairness of pay	23
Bullying, intimidation	20
Benefits	20
Alternate schedule	18
Comments (positive)	18
Employee recognition, reviews, mentoring	16
Miscellaneous suggestions	14
Space, Physical facilities	14
Activities	14
Workload, staffing levels	11
Accessibility	10
Collegiality	9
Parking	8
Morale	8
Safety and security	8

Table I1. continued

Themes	Number of mentions
Rules/policy	7
Politics	7
Financial and other resources	6
Nepotism	4
Working in silos	4
Employee union	3
Part-time staff	3
Comments (negative)	3
Support	2
Quality of employees, Work ethic	1

Seventy staff provided a response to the question about issues of climate or demographic information not covered in this questionnaire. Table I2 summarizes the themes evident in these responses and the number of mentions for each.

Table I2. Issues of climate or demographic questions not covered by the questionnaire

Themes	Number of mentions
Diversity and tolerance	15
Religion	9
Resources	8
Administration, leader, supervisor	6
Professional growth/advancement	5
Bullying/Intimidation	3
Gender related	3
Health and Well-being issues	3
Salary/pay related issues	2
Valuing staff employees	2
Employment category	2
No answer/Nonanswer	15
Other	9

Table I3 summarizes the themes and the number of mentions evident in the open ended responses to the question asking what Oakland University can do to increase confidence that one can file a complaint without negative consequences for treatment that is not fair and equitable. Note that this question was asked only to the 184 staff respondents who indicated that they were *not at all* or *not very confident* that they could file a complaint without negative consequences for treatment that is not fair and equitable.

Table I3. What can OU do to increase confidence in filing complaint without negative consequences?

Themes	Number of mentions
Confidentiality, privacy	32
Objectivity of/confidence in office handling issues	18
Relationship with administration/supervisors	16
Protection against retaliation	14
Taking action	13
N/A, unsure, nothing	13
Promotion, hiring decisions	12
Policy, Process Policy statement	9
Taking concerns seriously	5
Comments about specific treatment	4
Information about reporting and options	3
Transparency	3
Lack of job security	2
Other proposed solutions	1