Appendix A
Comments Analysis

Out of the 2,290 surveys received from the UW-River Falls climate assessment, many respondents contributed remarks to the open-ended questions throughout the survey. No respondents answered all open-ended questions. As the first several items were follow-up questions that allowed respondents to provide more detail about their answers to a previous question, the comments provided for those several items were included in the body of the UW-River Falls full report. This section of the report summarizes the comments\textsuperscript{1} submitted for the last seven survey questions, and provides examples of those remarks echoed by several respondents.

Suggestions to Improve the Climate

A large number of respondents offered suggestions for how to improve the climate at UW-River Falls. Several individuals thought the climate at UW-River Falls was very welcoming and needed no improvement. A handful of respondents’ comments seemed resentful of the University’s efforts to create a more diverse campus community. Several respondents asked for higher level administrators to provide leadership around issues of diversity and inclusiveness, to actively address and implement new initiatives around those issues, and to be accountable to the campus community. A number of individuals advocated for open classroom discussions and required courses which address topics of diversity and community. Some people offered specific suggestions for making the campus more accessible for people with disabilities. Quite a few respondents thought UW-River Falls ought to actively increase the diversity of the student body and faculty and staff ranks. Representative comments included:

- Administrators at the highest level must set an example. They need to operate under the highest ethical requirements, making sure regulations are applied fairly and end rampant cronyism. They need to honestly value shared governance, foster collegiality and tolerate nothing less than a truly inclusive work environment marked by collaboration and genuine professional respect.
- I think a stronger support for the LGBTQ, both in student life and education.
- I don’t know what to recommend, I feel like the climate is good and very inclusive.

\textsuperscript{1} This report provides respondents’ verbatim comments.
Hold leaders (Deans, Department Chairs, Committee Chairs, Vice-Chancellors, Facilities Managers, Faculty Senate, Residence Life Staff, Students Affairs Staff) accountable!!!!

Race, sexual orientation, gender identification, all of it needs to be discussed when students first come to campus. A class where the all HAVE to talk would be good. Otherwise people will just sit in class stare at the teacher, and let one or two people do all the talking.

More welcoming social atmosphere for students that commute. Activities that attempt to include or target commuters in particular.

Campus needs to improve its abilities to work with people with disabilities.

I would like to see more diversity amongst staff, students, and professors. I would love to see more events, programs and classes based around different cultures from around the world and even here in the US.

I was able to take a class in my undergrad about Race and Prejudice and I wish this could be a class that was required. I feel everyone could benefit from it.

Just treat each other with civility. As budgets are reduced, as class sizes increase, as expectations rise, as students needs escalate, and available time diminishes, people get crabby and treat each other disrespectfully. There's no time for fun!

Providing a shared vision is important. Certainly the active/proactive response to our recent incident of graffiti was impressive on the part of administrators as well as faculty, staff, and students.

Provide management training to management personnel. A common mistake made by many enterprises is to promote people to management positions based on their functional abilities. A good practice is to screen candidates for management positions before promoting and once they are promoted, provide the appropriate management training.

I believe that providing proactive education on these issues is important to supporting our efforts to build and maintain a healthy and diverse campus. Offer (or maybe require) more experiences where students are able to interact with others of a diverse nature. If students get to know other students, they wouldn't be so afraid of them being different.

I would suggest investing campus dollars in creating a climate that would support the recruitment of people who are diverse in race, sexual orientation, ability, etc.

The only way to improve the campus climate is by lowering tuition costs and by lowering college costs all together. It will give people less stress, which will make it a happier campus.

Available parking closer to the campus would benefit commuting students. Particularly a young female who has to walk 5-8 blocks during a dark night in the neighborhood.

Many of us do not want to have diversity. I came to this school for three reasons: A great dairy program, 60/40 women to men ratio, and 95% white population.

We need gender neutral bathrooms on this campus.
Prioritize and fix what we already have before trying to grow our campus. We don't have the space or resources now to keep growing. Embrace what we are rather than trying to make ourselves into something different.

If climate was more diverse there would be less discrimination against race and sexual orientation.

I think that despite our little incident last week we have been doing wonderfully. I have an extremely diverse floor and we all get along. Hardly any of us segregate others or ourselves and I think that is a huge change. Our Asian and African students don't feel that they need to sit with others of the same ethnicity all the time; they recognize that we like them.

Develop a culture of feedback. Provide regular performance expectations and feedback. Teach people to be comfortable with dealing directly with conflict. I think many of the "diversity" issues are general management/workplace issues -- relevant to everyone!

Let's stop discussing, surveying, and considering and let's get to WORK!!

I think that professors need to keep their political views out of the classroom. I've had multiple classes where teachers blatantly imposed their political ideologies on the class material. More importantly, in some cases I felt that my own political views were either ignored or directly rejected by the professor.

…if we keep having unpaid (furlough) days and no raises, then we will lose staff.

The truth is, the people who still have issues with race, gender, and sexual orientation, get that bred into them at home starting at birth. Those people aren't going to change. Force-feeding diversity to college students is ignorant, costly, and a waste of time. People who were brought up well at home and school in their early childhood already understand and support diversity. People who don't understand it yet probably never will.

Even though right now a lot is going on that has to deal with African Americans and Asian races there never are programs that are special to Caucasian students. We are the majority on campus and if there was a club for just whites (like there are for many other races) a lot of people would be mad. I get sick and tired of all the programs just for other races. … I think that in our campus and world today whites are the ones that are harassed based on their race.

I would look at Res. Life and the agenda that they have preset. They continue to push liberal ideals and thinking.

Campus Experiences versus Community Experiences

One of the open-ended items queried, “Are your experiences on campus different than those you experience in the community surrounding campus? If so, how are these experiences different?”

Several respondents indicated their experiences were similar on campus and off campus. Of those people whose experiences differed, most called the campus “more accepting and more diverse” than the surrounding area. Some students said they had limited time off campus, and so
felt more “included” on and “knowledgeable” about the campus. Some students also felt they were “stereotyped” off campus and that the surrounding community had some negative inclinations towards students. A few respondents said they had more positive experiences in the surrounding community than at UW-River Falls.

- Campus is more inclusive that the surrounding community. However, given its rural Midwestern demographic, River Falls is a fairly inclusive place.
- They're almost all positive in both respects.
- Much better experiences for me as a minority member on campus than in the community. River Falls has a very small town mentality.
- People are friendlier off campus. It may be because of the atmosphere that we are in on campus, but interacting with students is easier off campus.
- Living on campus I feel that I have a much broader knowledge of the campus in general. I have heard that people who live off campus tend to feel disjointed from the campus community.
- Yes. My experience on the UW River Falls campus differs much from River Falls High School. On campus, acceptance of all people is much more prevalent. In high school, all people were judged based on ethnicity and sexual orientation. At UWRF, everyone is much more open-minded.
- Definitely treated like a "college" student within the community. There seems to be a stereotype about us.
- I feel the university is more inclusive of "outsiders" than the community is. This includes race, ethnicity, sexual orientation, and length of time living in River Falls.
- No I am happy with the community and campus all around.
- Don't spend much time off campus. Do a few service projects, but always with other students.
- I feel that the campus itself is a much more liberal and accepting environment than the River Falls area.

**Additional Thoughts on Campus Climate**

Another of the open-ended items allowed respondents to elaborate on any of their survey responses, further describe their experiences, or offer additional thoughts about climate issues. Respondents commented on UW-River Falls shared governance policies, LGBTQ issues, perceived lack of ADA compliance, “trouble” with some Ag fraternities, poor food quality in the dining halls, the lack of women in leadership positions, smoking on campus, discrimination against “overweight” people, religion on campus, discrimination based on UW-River Falls college, racism, and salary issues, among others. Several people chose not to elaborate or simply stated the climate was “fine.”
• My suggestion is to look at some of the AG fraternities, as well as other areas of education that have a larger male and small town background because these are the students that I see openly having the most problems dealing with diversity and being respectful of the differences to others.

• The term "bully" was not used anywhere in the survey, but I think there is bullying going on campus. This does affect the climate.

• I like the fact that most students are white and that they come from dairy farms. They are like me and nowhere else have I felt so included.

• There is definitely a stigma against the GLBTQ community. It's a little irritating because I came from a very accepting high school.

• Honestly, the only problem that I have encountered on campus is with all of the smokers on campus. I feel like in order to get to class I have to walk through a cloud of smoke every day.

• The dining hall is stressful during meal times and the quality of food is poor.

• I’m aware of and understand my white, male, middle-age, middle-class privileged status and appreciate that others may have different experiences. I'm sensitive to this and aware of my responsibility to do my best to facilitate an open and supportive campus climate for all.

• Awareness and more accessibility for students and faculty of non-Christian religions to celebrate their holidays.

• Maintaining gender balance in campus leadership is important to me. Growing our diversity - in student population and campus staff is also very important to me.

• I feel that sometimes the larger University is discriminatory over different colleges and majors. It seems like the same majors always get more money, more funding, and exciting curriculum.

• UWRF has worked to improve the climate for many groups but it is still very classist. The program assistants and other classified staff are often excluded (ex. participation on search committees) and their contribution minimized. Academic staff are treated better but there is still a bias against academic staff by faculty. This is very strong with the current Faculty Senate membership. There is also elitism about who has a PhD and who doesn't.

• The faculty/professors seem to be very tolerant and open-minded, and yet I feel that many students still hold on to archaic prejudices, even in minor areas (racist/sexist jokes, epithets among friends, etc). I wish the student body was more educated on diversity of spirituality and sexuality.

• I believe that UWRF will live to regret the way it leaves ADHERENCE to ADA statutes solely up to the instructor: it is only a matter of time before some veteran with PTSD implodes over the frustration with the asymmetrical ADA compliance really happens here on campus. Further, one day a wheelchair bound student is going to be struck by traffic while accessing the noncompliant handicap-parking/sidewalk-from-street access areas of this campus. What about building emergencies trapping wheelchair bound students in non-ADA compliant restroom and doorways?

• Respect begins with paychecks.
• A main concern that I have is the focus on "thinness" and other forms of attractiveness. As a moderately overweight person, I feel that I and other overweight people face a lot of derogatory remarks. For example, a question in my English class was "Can overweight people ever be truly happy?" The total silence that greeted that remark stung me. And what other group of people could be treated in this way? I know that if the teacher had asked if homosexuals, diabetics, African-Americans, or atheists could ever experience happiness, people would have been offended, but no one bothered to stand up for "ugly" people.

• Racism is at an all time low, but it still exists in River Falls. Where ever you go, if you’re a different ethnic, besides being Caucasian, you get looked at as if they’ve never seen your race before. When playing intramural sports, you realize how much the other teams dislike another team because they have other ethnic people on that team. I’ve heard racial comments one too many times against me and other colleagues. Referees hear it, but decide to ignore it. I bet if the referees were of color, something might just be done! My 4 years here, 100% of athletic referees are WHITE.

• The "shared" governance concept on this campus is running amok. It is not "shared" when either side (faculty or administration) insists on control over every decision. Professional staff with expertise in their areas are being second-guessed by faculty who should be focusing on their teaching, advising, and research rather than trying to micromanage the university. The impression I have is that some faculty feel they are a higher status than other employees (academic staff and especially classified staff). Instead of supporting efforts for improvements across campus, they throw up roadblocks by insisting that every decision be approved through Faculty Senate. If it wasn't their idea, it's not a good idea. We have competent people who need to be able to do their jobs with support from faculty and administrators.

• 1. Get salaries in line with other UW Schools for ALL…not just administrators. 2. Fix parking problem. 3. Encourage release time & money for all staff for research, training, etc.

Respondents’ Perceptions that They Have Been Represented in UW-River Falls Campus Activities and Publications

Question 88 asked respondents “Do you feel that since you arrived at UW-River Falls that you have been represented in campus activities and publications?” Of the 2,290 respondents, 61% (n = 1,353) felt represented (Table A1). Further analyses indicate that 62% of White respondents and 54% of Respondents of Color agreed or strongly agreed. Likewise, 62% of heterosexual respondents and 58% of LGB respondents, 62% of non-disabled respondents and 46% of respondents with disabilities agreed or strongly agreed. Sixty-one percent of women, 62% of men, and 25% of transgender respondents felt represented.
Table A1.
Degree to Which Respondents Felt Represented in Campus Activities & Publications

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<tr>
<td>Agree</td>
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<td>61</td>
<td>2.8</td>
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Question 89 asked respondents to elaborate on their answers. A number of respondents said they “fit the UWRF majority demographic” and it would be “hard NOT to be represented” in campus activities and publications. Athletes and students involved with Greek life and Residence Life felt represented. Respondents indicated there was a dearth of activities and publications in support of non-Christian beliefs, sexual identity/orientation, Hispanic culture, non-traditional students, students with children, commuter students, ideologically conservative people, etc. Some respondents felt a few individuals (certain People of Color and people with physical disabilities) were overrepresented in publications to make UW-River Falls appear more diverse than it is. Comments included:

- I have gotten myself involved on campus which allows me to give my input on various issues.
- I disagree because I don’t know when activities are because i am so busy with school and work, I can’t walk around the halls and look at all the event announcements. I often miss out on a lot of fun stuff that I would have loved to go to. Getting emails about the stuff I would like to go to would definitely help.
- I don't know of any Hispanic organizations on campus or in any kind of diversity programs, Hispanics are not represented.
- I have not seen one 'out' queer person on any university publication, nor have I seen anyone that transcends the traditional female=feminine male=masculine 'standard'.
- I've never seen any kind of statistic date concerning sexual identity or orientation of students/faculty/staff. I think it would be helpful to those of us with that identity or orientation to know there are others out there, that we are not "alone" on campus.
- Because I'm a republican, therefore not worthy of representation, and just a mere individual only worthy of ridicule and derision.
• Unfortunately because I am one of the few employees of color here, I believe I have been OVERREPRESENTED to make it appear that UWRF is far more welcoming or diverse than it really is.
• Most students with children are not represented equally - but I don't expect it to be so anyway.
• Older returning students don't get much recognition or identifying support help.
• I'm able to participate in activities and I come from a family that doesn't have a lot of money. Everything is affordable for me and I can be in the groups I want to be in.
• I am involved in Greek life and I know how to get my message across to people
• I think the returning older non-traditional student needs to be more welcomed
• I am often too busy to take note of or participate in University events since I have other family obligations to attend to.
• I honestly rarely ever hear about campus information unless its the first day of class. I think the campus should send out flyers or advertise a little more.
• MAYBE I AM TOO DARK FOR THEM.
• I have seen dozens with the word "Christian" or "faith-based" on them. It just makes it very obvious that I am very isolated, as a non-Christian.
• More often than not when people say multicultural they mean black. Black history, black literature, etc. Sometimes it means focusing on the gap between men and women. Multicultural is supposed to mean many different cultures. Cultures are not tied to the color of the skin. One can be African and be white. One can be German and be black. What does Asian or Hispanic really mean anyway? It doesn't really tell you anything about the person or their culture.

My Work is Valued by the Campus Community

Question 90 and 91 asked respondents whether they felt their work was valued by the campus community and why they felt that way. Fifty-seven percent (n = 1,236) of all respondents felt their work was valued (Table A2). Fifty-eight percent of White respondents, 44% of Respondents of Color, 58% of heterosexual respondents, and 53% of sexual minority respondents agreed or strongly agreed. A slightly higher percentage of men (60%) than women (56%) agreed or strongly agreed. Similarly, 58% of non-disabled respondents and 47% of respondents with disabilities agreed or strongly agreed. Among employees, 60% of faculty, 72% of academic staff, and 76% of classified staff felt their work was valued by the campus community.
Table A2. My Work is Valued by the Campus Community

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<tr>
<td>Agree</td>
<td>963</td>
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<td>Do not agree or disagree</td>
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<td>32.4</td>
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<tr>
<td>Disagree</td>
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<td>8.9</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>37</td>
<td>1.7</td>
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Their comments suggested that some people were told by others in the campus community that their work was valued and they were acknowledged for that work. Others said they knew their work was intrinsically valuable, even though they had not necessarily been told by other people about the value of their work. Some respondents said the majority of people did not know what their work entailed; therefore, those people did not value the work. Some respondents felt their work was not valuable and ought not to be recognized. Others said selected departments or programs were considered more valuable than others. Some employees said their low salaries were indicators of being undervalued at UW-River Falls.

- Not many on the campus community know what I do so therefore would not know whether I am valuable or not.
- A lot of attention goes towards certain groups and they are rewarded, but often times other groups or people who do a lot of work are overlooked.
- Yes. Because of my level of involvement within the campus, I feel that what I do here matters. I feel that I can make a difference.
- I'm just a student. I don't think that my work really affects anyone.
- No job re-classification or pay compensation despite excellent evaluations and increasingly more responsibilities over my time at UW-River Falls.
- My low pay does reflect feeling undervalued.
- I've not been here long enough to build recognition among people here.
- I feel that my work is valued within my unit in my department. I do not perceive the same from upper management.
- I'm invisible. Never any recognition. AND a pay cut. Don't you know that teaching is for losers?
- What value does my work have? I'm a cashier. Hell, I don't even value what I do. It's a necessary, repetitive job.
I worked as a student custodian, and I know my work was valuable. 
Because they do not take my program seriously at all. 
Being "valued" by this university is lip service only. 
I don’t feel appreciated or noticed for the things I do in general 
Some seem to be value it and others seem to think the services I provide are just a given. 
I am in a sorority and most people in this campus do not like sororities at all. Faculty and students do not appreciate the work that they put in at all. 
I work at the CHILD center and the parents always tell us how much they love us and I know lots of classes use us to observe. 
I feel there is a strong network within residence life that helps me feel that what I do is valued. 
I have not done much to give back to the community. 
My professors have told me that they care about my work and presence in the classroom. 
Recurrent limited term employees do not receive the same benefits and/or respect that permanent employees receive. If the work load justifies having someone in that position full-time, especially when at every other campus that position is permanent, then it should be a permanent position on this campus as well. This is unfair and wrong! There should not be recurrent LTE positions. Limited term employment means just that - limited term!

By some, not others. 
I have been told many times by co-workers and supervisors that they value what I do on campus. 
I do not care if the community values my work or not. I do not require external praise to consider myself successful.

I am Valued by the Campus Community
Similar to the two previous questions, the last two survey items queried respondents whether they felt that they, as individuals, were valued by the campus community. Sixty-two percent (n = 1,333) of all respondents felt valued as individuals by the campus community. Sixty-three percent of White respondents and 46% of Respondent of Color agreed or strongly agreed, as did 63% of heterosexual respondents and 51% of sexual minority respondents. Again, similar percentages of women (61%) and men (63%) agreed or strongly agreed, which were much higher percentages than the percentage of transgender respondents (29%) who felt valued by the community. Sixty-two percent of non-disabled and 55% of respondents with disabilities agreed or strongly agreed. Sixty percent of students, 68% of
faculty members, 74% of academic staff, and 64% of classified staff felt valued, as individuals, by the campus community.

Table A3. I am Valued by the Campus Community

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<tr>
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<tr>
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</tr>
<tr>
<td>Strongly disagree</td>
<td>52</td>
<td>2.4</td>
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Several students felt they were valued by UW-River Falls, their peers, and their professors. Others said they felt like “just another number” and that the school only valued them for their money. Many employees felt valued by their colleagues, their departments, and sometimes the administration. Most of those respondents who did feel valued indicated they went out of their way to make an impact, help others, or better the University and campus.

- I received many thank you cards from managers and the Vice Chancellor. Very rewarding! I was happy that the hard work I was putting in hadn't gone unnoticed.
- There has been enough anti-Semitism on campus to make me feel uncomfortable.
- I'm another student, honestly, if I quit tomorrow, I don't think anyone (except for my friends) would really care about it.
- I feel that I am "leaving my mark" when I leave the University because of what I have involved myself in while at the University.
- Negative experiences with deans, administration, and select faculty have led me to believe that my presence is not valued.
- It seems that contributions are valued more so than the person making them themselves; by extension, I feel valued through my contributions being valued.
- You need my money to keep your school running!
- The campus is open for a lot of opportunities to get involved but since I am not involved in them I don't have a strong opinion on this.
- Don't really feel that I stand out in any way. I blend with the majority.
- Because the professors and other staff and organizations (such as Intervarsity Christian Fellowship) recognize me as an individual, and try to meet my educational needs and requests. It is a wonderful feeling.
- I am treated very well by my department, and by the "social" organizations on campus, although sometimes I am treated like a problem by administrative offices.
• I am not paid fairly for my labor. I agree because no one has ever been rude of gone out of their way to alienate me.
• My counselor has done everything in her power to help me stay in school because I know she values me.
• The Professors here already know my name where as at a bigger college they wouldn't.
• I believe that UWRF values students and offers a great student to teacher ratio allowing for one on one interaction. Many professors and campus staff know students on an individual basis and want them to succeed. In additional, the small campus atmosphere and residence life promotes programs that allow students to broaden their horizons and get to know other individuals on campus, especially those with similar interests.
• Overall I feel like a nuisance sometimes when I ask questions about accommodations and food questions. It is sometimes difficult to get information. Staff are not always knowledgeable and they do not always communicate among themselves effectively, which impacts me. I have made some suggestions which I feel would be helpful for me, but have not seen change.
• Because I have always been very active on committees.

Thoughts on the Survey and Process

In addition, a few respondents commented on the survey and process itself. Some applauded the University’s participation in the study and wanted to make certain that the results of the survey were made public and used to better UW-River Falls. Several respondents insisted that UW-River Falls leadership share with its constituents the climate assessment findings and initiatives instituted as a result.

• I think this is an important issue. I am very glad to participate. Thank you!
• My answers varied due to the current racial threat. I wasn't really sure how to answer some of the questions.
• I've left some notes throughout this survey, which I think has been a huge waste of my time. From this, you will collect pretty numbers that you will use to show the world how much sunshine you spread through the lives of UW students. Waste of time.
• Questionnaires like this, surveys, and press interviews from the Student Voice are all examples of why I feel my individual opinions and feelings are valued. So, thank you for taking the time to create this and also the consideration to hear what students like me have to say
• Well a lot of these answers I didn't know what to answer. I don't know what religious backgrounds people are, so I didn't know if they were being respected or not, etc. But I'm assuming so.
• Very informational, thank you.
• I'm quite disappointed with the quality of this survey. Many questions are phrased to elicit a specific response. Was that done to get the 'right' result from the survey?
• Don't have us fill out a survey that last for 30-45 minutes long, otherwise you will lose a lot of people taking this survey.
• EVERY SINGLE QUESTION needs a "would you like to elaborate?" box. Let me reiterate: every. single. question. Not one tiny box 80-some questions later. Every question. On the same page. Right next to the question.
• I think this survey is sort of a waste of time. The climate on campus is fine. I haven't really experienced much of anything that would make me think otherwise.
• Thank you for taking the initiative to conduct this survey.