This section of the report summarizes the comments submitted for two last survey questions, and provides examples of those remarks echoed by several respondents. There were 439 different respondents who offered their thought on Question 109 and 283 respondents who provided comments for Question 110.

Out of the 2,193 surveys received from the UMass Boston climate assessment, 1009 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 UMass Boston full report.

**Additional Thoughts on Campus Climate**

One 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. Four hundred thirty-nine (439) respondents offered a wide range of comments. Several individuals applauded UMass Boston for promoting diversity and inclusion and gave examples of the positive steps they have seen. Faculty and Students of Color described instances of subtle and overt racism. Additionally, staff members suggested that their supervisors and the administration and its policies devalue their work. Several respondents commented on institutional classism at UMass Boston, where staff were treated like “second-class citizens” who performed at the “whims of faculty and supervisors.” Several individuals described instances of nepotism where people were hired, favored, and promoted based on their relationships with administrators and supervisors at the university. Many respondents wanted to see the campus go smoke-free.

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1 This report provides respondents’ verbatim comments.
In the last 5 years there seems to be a lot of age discrimination, gender discrimination and favoritism.

It is hard to work on the campus because of the "special treatment" accorded to some faculty and staff according to promotion, creation of jobs, and the lack of salary equity. I'd like to see an emphasis upon ethical behavior throughout this campus.

Classism is a big issue on campus and is not addressed at all. Faculty and administrators do whatever they want without recourse while classified staff are held to a higher standard. No one seems to have authority over managers or faculty at all.

I believe that the faculty and staff do much to support diversity on a campus, which is a minority serving institution. I have been impressed with the openness and support for all persons in many situations that I have seen and experienced.

I believe there is a bias against people of color. It is not overt but it is subtle and very clear for people of color.

It is great that UMass is moving toward being a research I institution, but there needs to be more administrative and research support for faculty in order for this to be accomplished.

I feel like that even though UMB is a commuter school, the school discriminates against commuters by operating a sloppy parking operation on campus. Aspects that make this "sloppy" include sometimes rude, inattentive staff. Failure to close parking lots before they become full or closing them before they are full especially in the morning. Failure of proper or adequate signage to let drivers know what lots are full or aren't. Failure for staff to treat people paying them as _paying_ customers i.e. with some level of customer service/decentness.

Umass Boston feels like a high school-- come to class and leave. It does not encourage creative collaboration and thinking.

It's been my experience at UMass Boston that there are some academic and non-academic departments that have created - and continue to work hard to maintain - a wonderful, inclusive, respectful climate. They have been able to do this in spite of an administration that gives lip service to respecting and valuing others but in behavior does the opposite.

My general impression about UMass is that people are usually very friendly and vocally supportive of each other, at least in my immediate workplace. However, the institution itself makes it very difficult to not feel frustrated and overworked with little reward. I feel implored to work double-time at the expense of my personal health and having a life outside of the university; I watch my colleagues and staff members go through the same experience.

I am very disappointed in the lack of smoking enforcement on campus. There seem to be NO SMOKING signs everywhere on campus, but yet I am unable to walk through campus without being suffocated in cigarette smoke.
The general climate has been affected by choices made by Administrators on the academic offerings. The choice to move towards more graduate degrees has diminished significantly opportunities of people of color, particularly Hispanics by cutting on options, financial assistance, and overall choices made through Admissions. The "privileging" of "paying students" a.k.a. white-suburban-dorm-centered students has led to a disproportionate loss of the poor and the children of recent immigrants.

The quest for diversity has reached a point where some people might begin to think that white, Anglo-Saxon, protestant males are becoming an endangered species. Too much of this pursuit is kept under the cloak of "personnel confidentiality", or the "good old boy" network.

In my opinion, I feel the department discriminates against people based on age, ethnicity and disability. I also feel this is a bigger problem for the University. I see people on my department not doing any or very little work and making more money.

Ways UMass Boston Might Improve the Climate

Throughout the last two qualitative questions, many people offered suggestions to improve the UMass Boston climate. Many respondents called for better communication and more transparency from the administration. Several individuals called for on-campus child care facilities, lower tuition and parking costs, and a smoke-free campus. Others suggested workshops and training based on issues of equity and inclusion for faculty, staff, and students. Additionally, several respondents wanted training that would help supervisors become effective managers, and avenues to report and remedy bullying, harassment, and discrimination in the workplace.

- We definitely need anti-bullying and sexual harassment training for all new employees and required training every few (five?) years for continuing employees. Part of that training should be for supervisors on how to resolve such conflicts.
- I would like to participate in panel exploring ways UMB could better handle accessibility issues.
- Gender neutral bathrooms would help improve the climate for transgender individuals.
- Formal mentoring relationships for students with visible and invisible disabilities could help improve diversity, especially in the STEM disciplines.
- Providing child care ON Campus would be a big improvement for faculty, staff and students.
• Big need for more family friendly policies, like childcare on campus for students, staff, and faculty, and also greater institutional support, both to help those with dependent care issues and those without who may be or feel overburdened with things like evening/weekend responsibilities as a result. Also, better mental health services (esp. for students) are needed.
• I think providing a lot of opportunities for social interaction, especially situations where the interaction would seem easy and natural, would make the community stronger, more enriching, and more welcoming.
• GET DORMS. And students who are actually interested in becoming part of a new community. Tell teachers that it’s important for students to KNOW EACH OTHER’S names in the classroom!
• STOP THE SMOKING ON CAMPUS IT’S JUST DISGUSTING AND UNFAIR.
• Providing students of all genders, heritages, ethnicities, socioeconomic statuses, sexual identities and preferences, the opportunity to gather and take part in events that are fun.
• As noted before, the university needs clear guidance for hiring and promotion committees. There are significant process issues involved in hiring and promotion and these are not being addressed at a college or central level. There are also issues of training to hire for diversity and inclusion. Issues of gender and racial bias are not discussed on this campus and need to be. We also have no solid mechanism for resolving conflicts among staff and faculty. This is a significant climate issue, in a way that this survey does not really address. Chairs and directors need to be trained to manage conflict and the university should provide centralized resources when these conflicts go beyond the ability of the chair.

Thoughts on the Survey and Process
In addition, 283 respondents commented on the survey and process itself. Respondents were grateful to be asked their opinions, and some suggested the survey was too long in length. Some individuals 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 UMass Boston. Some respondents feared retribution for completing the survey. Several respondents insisted that UMass Boston leadership share with its constituents the climate assessment findings and initiatives instituted as a result.
• Extremely long, perhaps of necessity. It took 35 minutes.
• Looking forward to the results and actions to remedy the findings.
• I hope this survey will help change something.
• It's very difficult to assess how welcoming or supportive the campus is for people not of one's own identity. I realized halfway through that it's presumptuous to speak for others!
• Bit too long and small fonts.
• Thank you for even bothering to do a survey. It shows you care.
• The survey was far too long.
• This survey allowed me to think about the campus and how it affects me.
• This survey makes me feel like there either is a serious problem or might have had a problem with diversity. I am from this area and I feel that there is a lot of diversity at this school. In fact, all the Boston institutions usually go out of their way to attract everyone outside this region to be as diverse as possible. I have always felt that UMB lead the way in diversity in many ways.
• I "strongly dislike" surveys that do not allow for a neutral response other than "don't know."
• This survey had a far too fixed conception of what constitutes a healthy campus climate.
• Survey was itself a little restricting, and while understandable, one wonders why the focus was only on the past one year time frame. Overall, though, this was an interesting and even instructive exercise. Thank you.
• Thank you for this survey. Well done.
• I was hoping for something about the smoking policy on campus...It's disgusting. I'm forced to walk indoors b/c I don't want to walk behind a smoker inhaling second hand smoke. Moreover, ashtrays/butt poles are placed in front of the doors. Instead of increasing parking fares, how about ticketing students for smoking. A small but relative amount should turn things around.
• This survey is effective in that it allows the University to fix any issues students have. The survey proves that UMASS is open to its students.
• It is way too long. I hope you seriously don't think people will have patience to take this. I have a lot of patience and I couldn't even take it. You would have a better response rate with less time-consuming questions at the end. It does NOT take several minutes, no matter how fast you click the buttons!
• There was option of "agree" or "disagree" but I feel like "neither agree nor disagree" should be added. Or the same thing with other options because not agreeing doesn't make me disagree.
• Most of this was irreverent to me, I found myself just clicking down a column, without reading it, when faced with extensive lists that have nothing to do with me. My answers probably made your survey less effective because you asked so many, non targeted questions.
• Complete waste of time. Get out of your office and walk around. Hold open meetings to discuss. Seriously moderated and ongoing. Not just to put a feather in a supposed multicultural cap. Young kids of African and Latino descent who came out of BPS are seriously disadvantaged, except the exam schools, of course.
• This survey is waaaaaaaaaaaaaaaaaaaaaaay too long. You should not have columns with 20 options/questions to be marked from a five point range.
• I can't believe in this financial climate we are actually spending money on this survey.
• Overall I feel like this survey did a good job at addressing issues and strengths in the University's climate particularly in reference to diversity in the student and faculty body.
• A very thorough well thought-out survey.
• This survey is a great way to cover fundamental issues and needs of students. Hopefully, the results will be taken to heart.