Frequently Asked Questions

Reasons to Participate:

1. **Q. Why is this survey being given?**
   **A.** In higher education and healthcare, diversity is an institutional driver of excellence, whether through research, teaching, patient care, or direct service. Research suggests that diversity in organizations has an advantage if the conditions are right. To capture if the right conditions exists, diversity surveys assess institutional culture.

2. **Q. I get surveyed all the time. How is this survey different?**
   **A.** This survey is specifically designed to assess the culture and climate of the environment in which you work, learn or care for patients. Most surveys are given to specific populations to assess their specific experiences as a student, staff or faculty member. This survey is unique in that it is being administered to faculty, trainees, staff and students so that we can better understand the entire climate of the institution.

3. **Q. Why don’t you ask someone else?**
   **A.** The Diversity Engagement Survey takes a census approach to surveying—that is, we are surveying all faculty and staff, and students in Simon, Warner, SMD, and SON, not just a sample. Therefore, it is important that everyone invited to participate complete the survey. To have confidence in the results, we are counting on as many of you as possible to participate. Each response can make a difference in the survey results and ultimately in how we understand your experiences.

4. **Q. What is the purpose of the demographic section?**
   **A.** The Inclusion Factors (Common Purpose, Trust, Appreciation of Individuals, Sense of Belonging, Access to Opportunity, Equitable Reward and Recognition, Cultural Competence, Respect and Common Purpose) are mapped to specific survey items in order to analyze responses by the various diversity dimensions.

5. **Q. Why am I asked about my religion?**
   **A.** Healthy diversity includes an inclusive culture for people of different religions so we are interested in looking at any correlations to your responses as they may relate to your religion.

Survey Administration

6. **Q. How can I be sure that I will not be identified?**
   **A.** Your e-mail address is retained by datastar solely for the purpose of reminding respondents to begin or to complete their survey. When we receive the survey data, identifying information will be removed and we will only report aggregate data. No identifying information is matched to reported responses, and no disaggregated data will be presented for any subgroup with fewer than five respondents. In addition, any personally identifiable information will be removed from all responses to the open-ended question. Reports will not be provided to any unauthorized parties and will not contain
any information that permits identification of an individual. Respondents may choose not to answer any question or section they do not feel comfortable answering.

7. Q. I don’t have a university e-mail address, how can I access the survey?
   A. Employees without e-mail will access the survey via a web link, which will be available on the survey webpage. A link to the survey will be posted when the survey is open. Employees without e-mail addresses will use their NetID to log in to take the survey; this is the same login used to access HRMS. For assistance with NetIDs, go to the myIdentity Self Service site.

8. Q. Is there a paper version of the survey available for submission?
   A. The Diversity Engagement Survey is administered electronically; all respondents must complete the survey online. If for some reason, you are unable to complete the survey online, please contact Maggie.cousin@rochester.edu

9. Q. How long will the survey take?
   A. The survey typically takes 10 to 15 minutes to complete, however this varies according to each respondent.

10. Q. How long will I have access to the survey?
    A. It is best for you to start the survey as soon as you receive it; however, you will have access to the survey from the week of February 15th, 2016 until March 18, 2016. A series of e-mail reminders, as well as a final notification of the survey closing, will be sent to those who have not yet finished the survey. It is best to allot time to complete the full survey at one sitting, but it is possible to save your results at any point during the survey and finish it later.

11. Q. If I have to stop while completing my survey, do I have to start all over again?
    A. You do not need to start the survey all over again. By clicking the “Next” button on the bottom of each page, you automatically save your answers up to that point in the survey. To access the survey again, you simply need to open the same unique link that was e-mailed to you and it will take you back to the last question where you left off. Please note that all your answers need to be completed before March 18, 2016. After that date, you will no longer have access to the survey.

12. Q. I am having trouble opening the survey link. What should I do?
    A. The problem may be caused by your browser’s pop-up blocker. Although our survey is designed not to be hindered by the default settings of such pop-up blockers, the more stringent blockers may have caused a problem like the one you are describing.

    To temporarily disable your pop-up blocker, hold down the CTRL button as you click the link that begins the survey. If you are still having problems, disable your pop-up blocker in your browser’s “Tools” menu, under “Pop-up Blocker” (if using internet Explorer), or under “Options” (if using Firefox). If you are using a third-party pop-up blocker, such as Google Toolbar, you will have to temporarily disable that too. If trouble persists, contact our ICF Macro Help Desk at 1-877-364-0822 Monday-Friday, 9:00am – 8:00pm EST.
Data Reporting

13. Q. I am worried about the confidentiality of my answers. Will my institution be able to trace my responses back to me?
   A. This survey is confidential. Your e-mail address and/or other identifying information will be used by DataStar for the purpose of reminding respondents to begin or to complete their survey, as well as appending additional department-level attributes to the survey data. When the University of Rochester receives the survey data, all individually identifying information will be removed. No personal identifiers are matched to reported responses, and no disaggregated data will be presented for any subgroup with fewer than five respondents.

14. Q. What will you do with the data?
   A. The responses to this survey will be combined with those of other colleagues at the University of Rochester, analyzed, and summarized in the aggregate. Datastar will provide us with a survey report that compiles all of the findings from our institution. The report will also compare survey results from our institution with several other peer schools participating in the Diversity Engagement Survey. Each report contains question-by-question summaries that highlight major findings relative to peer schools. Statistically significant differences along a number of demographic variables (e.g., rank, gender) are also highlighted. Additionally, we will receive an electronic file with the survey’s qualitative data in a de-identified and redacted format to protect the identities of the respondents.

15. Q. Who will see the results?
   A. The results will be compiled in a report for the University of Rochester in spring of 2016. The Diversity Engagement Survey report will be directed to the co-chairs of this initiative who include Tony Kinslow, Associate Vice President for Human Resources, Dr. Vivian Lewis, Vice Provost for Faculty Development and Diversity, and Dr. Linda Chaudron, Associate Vice President and Senior Associate Dean for Inclusion and Culture Development, URMC.

16. Q. How will the data be used?
   A. Data will be analyzed to define areas of strengths and areas for improvement in diversity and inclusion efforts. The results of this survey will be used for strategic planning, enhancement, implementation and development of programs. The survey results will be prioritized and strategies will be developed by a subgroup from the Commission on Race & Diversity, and the URMC Executive Committee on Diversity and Inclusion.

17. Q. Will I be apprised of the results of the survey, and if so, when and how?
   A. Datastar will begin to send results to the University 6 weeks after the survey closes. We expect that a preliminary report from this survey will be part of the Commission on Race and Diversity’s final report in Spring 2016. The co-chairs of this initiative will also provide a more complete report, including further analysis across different units of the University, as we work through the data.