

Division of Student Affairs - Mandated Online Diversity Training Assessment Results Summary

Methodology

- A 15-question anonymous survey was sent to 558 DSA employees who completed the 3 mandated online diversity training modules: Communicating Across Cultures, Unconscious Bias, and Cultivating Cultural Competence.
- There were 250 total respondents with 223 completing all 15 questions. Our response rate was 44.27% and completion rate was 89.20%.
- Questions were a combination of indirect and direct methods, asking for both participant perception of the training, as well as cognitive knowledge gained (10 questions). Questions were focused on cognitive knowledge gained, as opposed to changed behaviors or values, due to findings in other research that diversity trainings often do not leave to changed behavior, even when knowledge is acquired. A study of values and behaviors is recommended in the future.
- Cognitive questions were taken directly from the knowledge checks and/or quizzes that were part of the initial training.
- The survey was open for responses from July 3-August 1. Staff were required to complete the training by June 1 and some staff may have completed training earlier in the spring term. The distance in time of the completion of training and when the survey was administered demonstrates that the cognitive knowledge demonstrated through survey responses will likely be retained by participants in the long term.

Summary of Findings

- 84.82% of staff found the trainings overall effective (rated as moderately, very, or extremely effective)
 - Communicating Across Cultures – 85.48%
 - Unconscious Bias – 84.87%
 - Cultivating Cultural Competence and Inclusion – 84.1%
- 76.14% of responses to cognitive knowledge questions were correct. See [Appendix B](#) for the percentage of correct responses to each question.
- Over 95% of respondents correctly identified characteristics of unconscious bias and actions that can be taken to address unconscious bias. These 2 questions had the highest percentage of correct responses
- The question with the lowest number of correct responses was: *What should be the first step you take in developing cultural competence?*
 - 103 (46.19%) responded with the answer *be aware of your own cultural identity*, which was identified as the correct response. However, 70 (31.39%) respondents selected *Consider your biases toward others* and an additional 48 respondents (21.52%) select *accept the differences in other cultures*. These three responses account for 99% of the respondents.
- **Open-ended responses:** Participants were asked to identify one thing they learned from the trainings and one question they still had about diversity and inclusion. Many participants used this area to provide general feedback. Those responses are included in the coding. In addition, due to the length of time between the trainings and the assessment, it appears that some respondents were responding in regards to diversity and inclusion training that has been offered in general or about other issues related to diversity and inclusion at UNT. The recommendations outline that to improve data quality in regards to the specific training, assessment needs to be built into the training for best results.
 - For the question *What is one thing you learned through the online diversity training?*, the themes with the highest frequency were:
 - Miscellaneous – 46 % (no pattern to these responses to allow for thematic analysis)
 - Understanding Bias – 28%
 - Implicit Bias – 15%
 - For the question *What is one question you still have about diversity and inclusion?*, the themes with the highest frequency were:
 - No response/no questions – 39%
 - Tools and strategies – 11%
 - Actionable change from UNT – 10%
 - See [Appendix A](#) for a more detailed theme analysis of the open-ended questions.

Recommendations

- For future trainings, build assessment into the training. This will increase response rates and data quality. We should also consider options where we would be able to measure change in values or behavior over time.
- The Diversity Council has approved a Diversity and Inclusion Professional Development Plan that will be completed by each member of the division annually and requires the completion of 5 diversity trainings. These incorporate a combination of online Learning Bridge trainings and individual learning that can be customized by the employee. We will need to identify how to best assess, whether that is the percentage of staff that complete their plan, employee perception, or employee perception of their goal completion.
- Provide flexibility in future trainings for staff who don't have access to a computer.
- Continue to use LinkedIn Learning; evidence suggested it's an effective tool. However, we also need to continue to offer in-person and interactive trainings. In the open-ended responses, many individuals requested delivery in multiple learning formats.
- Seek trainings in Spanish.

Appendix A – Open Ended Questions

Q1. What is one thing you learned through online diversity training?

Total responses	219		
Total codes	219		
Top Themes			
	Frequency	Percent	
Miscellaneous	101	46%	
Understanding Bias	61	28%	
Implicit/sub-conscious bias	32	15%	
Diversity & Inclusion	22	10%	
(Cross)Cultural Understanding	18	8%	
Did not learn much or anything	10	5%	
Microaggression	7	3%	
Total	219	100%	

Q2. What is one question you still have about diversity and inclusion?

Total responses	208	<i>Some responses had multiple codes assigned that related to the content of the response</i>
Total codes	236	
Unique codes	41	
Top 10 Themes		
	Frequency	Percent*
No response/no questions	82	39%
Tools and strategies	23	11%
Actionable change from UNT	20	10%
How can UNT systematically address racism/bias?	10	5%
Accountability - UNT administration and employees	9	4%
How to systematically address racism and bias as an individual	9	4%
Continued personal development related to D&I	8	4%
Lack of diverse employees (5 - UNT/DSA administration**)	8	4%
Inclusion of other identities/communities (3 -individuals with disabilities**)	6	3%
More training/more in-depth training	6	3%

**Total of all responses will be higher than 100% as was calculated as a percent of the total responses with that code, as opposed to a percent of total codes.*

***Indicates the frequency of a sub-code within the theme*

Appendix B – Percent of Correct Responses by Question

Which question is most easily translated across cultures?		
Count	Percent	
172	77.13%	Did you talk to some of your bosses at the big party?
223 Respondents		

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In a high-context culture, a significant portion of communication is		
Count	Percent	
107	47.98%	Implied by the situation
223 Respondents		

How can you maintain engagement as a non-native speaker?		
Count	Percent	
211	94.62%	Ask for clarification
223 Respondents		

How can you best define cultural competence?		
Count	Percent	
182	81.61%	It is the ability to recognize differences across cultures and adapt to differences across cultures.
223 Respondents		

What should be the first step you take in developing cultural competence?		
Count	Percent	
103	46.19%	Be aware of your own cultural identity
223 Respondents		

It is clear that polarization and denial keep an organization from fully embracing an inclusive workplace. How can an organization move away from this downfall?		
Count	Percent	
153	68.61%	by focusing on similarities and universal values, even if they are strange and difficult to understand
223 Respondents		

How can physical attributes feed unconscious biases?		
Count	Percent	
190	85.20%	If someone has an attribute, we find favorable, subconsciously we think that person is good, and of course, we want to associate with good people.
223 Respondents		

What is unconscious bias?		
Count	Percent	
212	95.07%	all of these answers
223 Respondents		

What can we do to tackle underlying unconscious bias?		
Count	Percent	
213	95.52%	all of these answers
223 Respondents		

What is Confirmation Bias?

Count	Percent	
155	69.51%	Confirmation Bias is seeking out evidence that confirms our initial perceptions, ignoring contrary information.
223 Respondents		