

# Culture & Inclusion: Results from Hope's 2021 Pulse Survey

Frost Center Friday  
October 15, 2021

# Agenda

# History of the Pulse Survey at Hope



## • Timeline

- **2015 Great Place to Work® Trust Index® Employee Survey**
  - A standardized and reliable instrument developed by the Great Place to Work Institute (GPTW) to measure the 5 dimensions of trust within an organization: Credibility, Respect, Fairness, Pride and Camaraderie; Hope-Specific items
  - Hope for the World 2025 [SP KPIs 1.4.3, 1.4.4, 4.3.3, 4.3.6, 6.3.2, 6.3.3]
- **2017 Great Place to Work® Trust Index® Employee Survey**
- **2019 Pulse Survey** [combination of scale items and open-ended items; ORG & WkGrp perspective; progress scale]
- **2021 Pulse Survey** [scale items; progress scale for each item; ORG perspective only]





# Pulse Survey Items and Scoring

- **Types of statements:**

- “I” statements – I have a clear understanding of the college's mission.
-

# High-Level Findings from 2015-2021

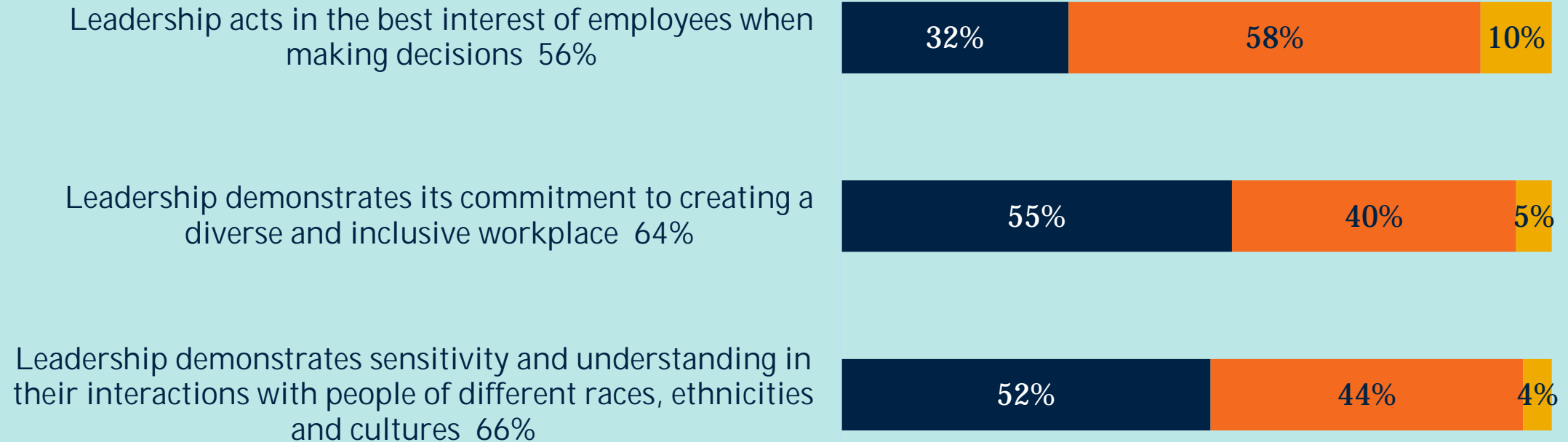
- 10 of 14 item scores increased from 2015 to 2021
- In each of the 18 items from 2019 & 2021, 89% or more of respondents indicated we are moving in the right direction or we've remained the same
- From 2015-2021, staff & faculty understanding of and working to achieve the college's mission consistently scored high for all constituent and identity groups
- While most overall item scores improved from 2015-2019, results point to marked differences in the experiences of Hope constituent and identity groups





# Assessment of Leadership 2021

## Percentage indicating "Almost always true" and "Often true" in 2021



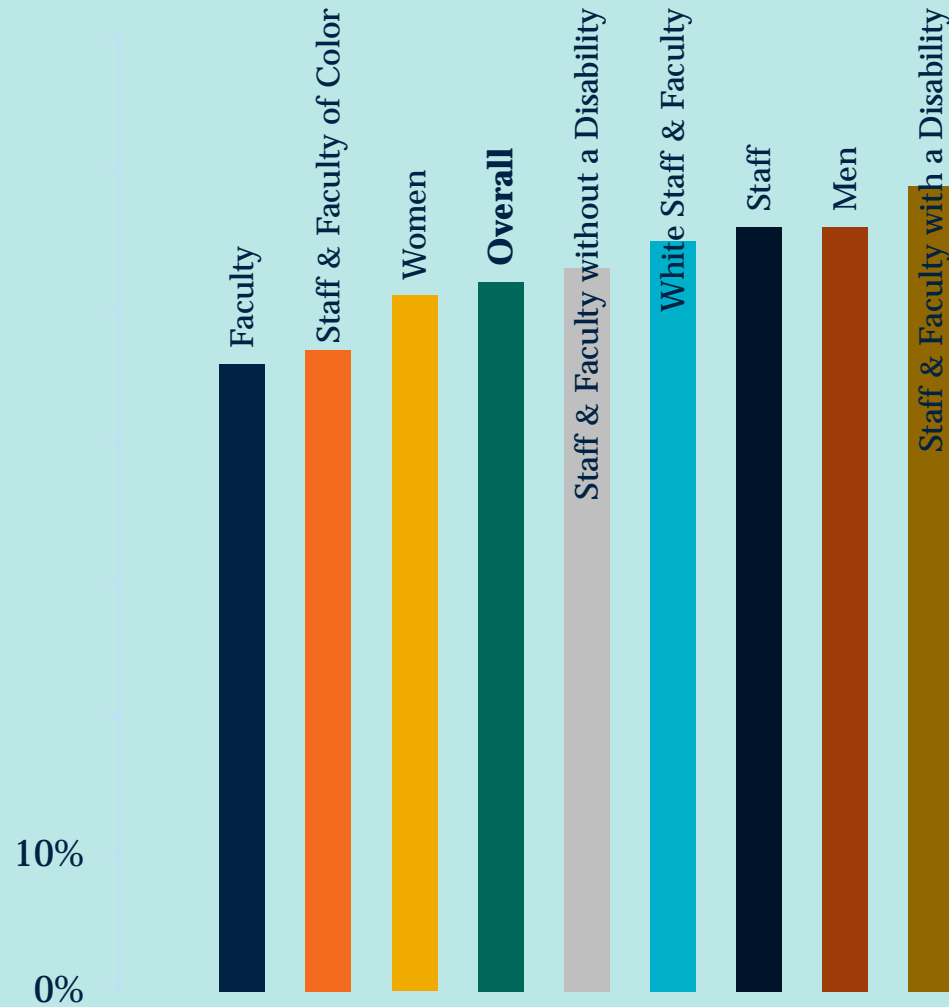


# Organizational Values





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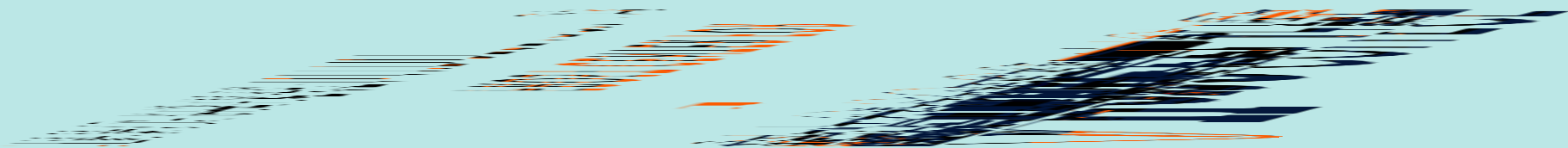
## 5. We value discourse dialogue about issues on which opinions differ

52% of all 2021 respondents indicated this is "Almost always true" and "Often true"

+5% change in item score from 2015-2021

Scored lowest in 2021 Faculty (46%)

Scored highest in 2021 by Staff & Faculty with a Disability (59%)



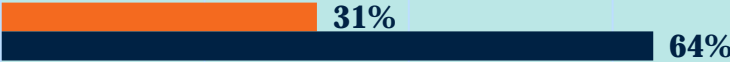
# Consistency of Experience: Staff and Faculty of Color and White Staff and Faculty

(Percentage of respondents indicating “Almost always true” and “Often true”)

Staff demonstrate sensitivity and understanding in their interactions with people of different races, ethnicities,...



Faculty demonstrate sensitivity and understanding in their interactions with people of different races,...



I feel like an outsider in our Hope culture



The work I do helps achieve the college's mission.



We respect and value differing Christian theological perspectives and denominational traditions.

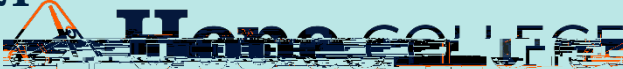


People with varied physical, cognitive and emotional abilities are treated fairly here.



■ Staff and Faculty of Color 2021

■ White Staff and Faculty 2021







# Consistency of Experience: Women and Men



# Opportunities for Organizational

# Opportunities for Organizational Improvement





# Contact Information & Resources

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**Campus Climate Data:** <https://hope.edu/offices/frost-research-center/institutional-research/campus-climate-data/>

**Inclusive Excellence:** <https://hope.edu/inclusive/>

**Culture and Inclusion:** <https://hope.edu/offices/culture-inclusion/>

**hope.edu/data**

# Discussion, conversation, questions

- Who at Hope College (positions or departments) would benefit from the information shared today?
- Thinking about your own work at Hope, how might you use what you've learned today?
- How might data from this biannual survey continuously inform decisions?