

Conversations on Campus Climate: 4/11/16

Consolidated Break Out Notes

Below are the comments recorded in each of the break-out sessions (8 in total) for the Conversations on Campus Climate that occurred on 4/11/16. Each break-out session had faculty, staff, administrators, and students contributing to conversations guided by a facilitator and recorded by a note-taker.

Introductions/Experiences

Administration

- Hold administrators accountable
- Lack of diversity within certain administrations!
- Concerns over the perspectives of campus leadership, initial reaction-this university is different from what it used to be. What are ways we can improve a sense of self-governance? Have we truly made the type of progress that we try to emulate through our communication among students, faculty, and staff?

Student success and classes/impaction

- Impaction- getting classes
- Our job is to make students employable. We are in a great place. We are trying to create those partnerships with companies to help showcase these student's talents. We are still in the initial stages and have a conversation with what the companies really need. We need to make sure we are adequately equipping our students. We need to focus on student success. Something has to be done about this hardship.
- Can't get classes want, possibly due to large growth of international students

Communication in general

- Communication: need to get the message more about what we are doing well
- Hard for faculty and students to feel a connection together
- Natural challenge of volume of students and staff . opportunities to learn different methods, catering to the different mode of communication. Most part: friendly.
- Communication in the community (how to we get to students) (how do we get people to pay attention, to do things they were told)
- What specific outreach was there.(for the folks who doesn't have a voice) (way to get engagement)
- Events occurring on the same exact time, relating with similar issue.
- Need to have 5x as many people signed up to get "good" attendance - but it's hard to find out things are happening

- Lack of communication
- Several events are at times (middle of the day) when students cannot attend because of prior commitments (work, classes, commuting, etc.)
- Bring back weekly emails
- Flyers in student union helpful to finding out upcoming events
- Google doc, email reminders helpful
- Often get information from email more than social media
 - Difference between “serious” information and “casual/fun” information
 - What works best in each platform
- Can’t put too much in an email
 - Send too much vs. sending too little
- Sometimes too many emails to check out events, a lot of things going on - how to make it concise

Leadership, communication, and action on campus climate

- Wanted more information on the experiences that were disrespectful- sensitivity training on what is triggering disrespectful incidents which may be unintentional
- Sharing the campus climate results is helpful because it makes people who are experiencing issues realize they aren’t alone
- University should be putting more information out there on incidents that have happened; as it is now students are taking on this work of educating the community and it is exhausting for them
- Sensitivity of personnel, student conduct issues leave people feeling the process wasn’t completed
- Diversity training for frosh in orientation and then it feels like students have to pick it up and do the work; there has been a shift but we need more professionals doing this work
- Get at the deeper issues with students to build campus/student pride. We have got to hear from students. We are social justice institution and we have strayed from that dramatically. We need to help students who are striving to accomplish what I have been lucky enough to accomplish. WE need full support for our students. Don’t stop talking and don’t stop sharing and telling us what’s lacking.
- Little push for issues of diversity- doesn’t reflect who we are serving
- Feeling of being patronized
- Don’t value diversity
- how are we going to take what we are doing today within this conversation in order to create real change in the campus community?

Student frustration/exhaustion

- Unfortunately, working as a student here, I feel like we’ve had a false sense of hope. We come together to do things and try to discuss the issue over and over again, particularly with graduation rates. I feel that this is an issue of image and not wanting to appear needy and the

university is not doing the best that they can to help students. Students are struggling because of the cost of living. Our university has the opportunity to help, but shuts it down. It is doable, but we are not looking at those issues, instead we are just working on small changes that won't affect building community. I feel very disappointed in this university. This issue is a power issue. And I don't feel like I have the power to do anything. And this really frustrates me. Focusing on school is harder and harder when you have to focus on so many things.

- The feeling of being a “walking dollar sign” to the university
- We make it hard for students to be successful (making students jump through hoops and creating discouraging environment)
- Being competitive
- Being appreciated by my campus, too much concentration with full time students and not working professional students
- In general: what goes on beyond my life beyond SJSU?
 - Different situation. That effects how you do at school.
 - People that have lives that are complicated.
- Students working multiple jobs, commuting, not feeling connected to campus
- One element that is around climate is the hassle people feel about getting things done.
Example- money issues and their journey here

Faculty: student engagement

- Adjunct faculty, tenure and tenure track don't care about climate. Put a lot of time into research. The put all of their time to get tenure (tenure track) If faculty are mostly focused on research, then they aren't teaching. IF you want to research go to a UC. Misalignment with RTP you don't get promoting for teaching well. You get promoted to publish.
- A lot of our faculty are instructors not tenure track.
- Student: a lot of 100w instructors don't care. Not approachable and no flexibility. There is the coffee w/ professor.
- Fac: We need to have a code. For being. I don't know that we have that. From that comes all of the other ripple effects We need an overarching code of conduct that becomes part of the culture of the university.
- Faculty could be more diverse
- Students may not feel safe to speak up about the issue of faculty diversity
- Students feel talked down to in the classroom
- Strong power differences- not a strong sense of community
- Climate change to some rest (they don't feel welcome) because of general other agreements between the school and their race)
 - Professors and disagreements with students. Students being afraid to have different opinion, (graded down)
- International students being comfortable in speaking English.
 - Professors looking at it at certain way that is uncomfortable.
- Male students towards female faculty, across the board.
 - Coming to office hours, nothing inappropriate but the intensity. Accessive call and emails.

- Misinterpreting that level of eagerness.
- Access to faculty and staff

Community Building/ Pride

- We need to get into the deeper/ richer experiences of students. Help students become a success story.
- I personally don't really feel that sense of community. I wish there were more diversity/cultural events to bring us together. I wish there were more of that community feeling. I don't know about events going on. I would like to know more and see more bonding.
- certain organizations receive no support while others are receiving all the support from the campus community
- feels very spirited at times (Spartan Thursday), all these little perks for faculty and staff as well as students
- Lack of school spirit
- Concept of School Spirit changing, takes more time and dedication

Training and development/ code of conduct

- There are certain models we can emulate and become better at. There's no model that shows how we should be acting towards people.
- There should be; an overall model of how the climate should be
- WE need to build our code through helping out students. I feel supported and appreciated and I am very grateful.
- Academic Campus climate (how to promote creative dialogues)
- We don't have a diversity problem, we have an inclusion problem. Faculty and staff need to be more open to these conversations in varying environments in order to create more successful communication.

Campus Climate Survey comments

- More disaggregation of 70/30 breakout of different responses, diff in communities?
- with gender/racial makeup of survey results
- Shocked with incident in Housing.
- Want more info regarding the survey data/results
- how many people who were upset vs content with how the university climate is managed
- concerns over campus leadership seem to be a severe issue. Departments typically only have one person in a leadership position.
- continuous feedback system needs to be developed
- Surprised on safety issue (big).
- What about folks who don't feel that way.

Student economic hardship

- Food security- students who go hungry

- We have heard students say that they are sleeping in their cars. We need to address economic hardship. I want to know that students can be guaranteed some assistance. We need to do better.

Workplace Issues

- Harsh climates in particular departments- hurt feelings, historical issues: need to move to a place of accepting each other
- We lose good people. We like working with students, but with the cost of living and the job market, it is difficult to stay in this area. High turn over. There needs to be an emphasis on support those who are here.
- If staff feel valued, then you do good work. A lot of staff stay for the wrong reasons. They just clock in and clock out. Partly because of the leadership. There are pockets of excellence, but we need to engage in activities that increase moral. Make faculty and staff feel valued.
- Some departments and faculty work in silos, where it's hard to teach them and collaborate. I'm always trying to coordinate and it's really frustrating when we send out an email to the whole college and it gets one response.

Safety

- Safety, in particular library- wider community in library is both a safety issue and an opportunity of making the campus inclusive for all (education on compassion and the broader complexity of society)
- Safety/experiences
 - Intrusion of space and theft from outside, the feeling of physical danger on and off campus
 - The constant alerts that are sent out to the campus
 - The crime rate has increased in and around the campus
 - Concerned for colleague's safety as well
 - Economic disparity and its effects on safety in the area
 - More police presence may not equal safety
- Do not feel safe at night
- Perception of safety (victim of crime)—lot of concern; homeless people, esp use of restrooms and in Library and by 10th street garage. Want to alleviate. Relatively safe campus, but in urban environment. Seems some do not know about safety escort, Spartan Safe Ride—2 or 3 students with cadet program. Rave Guardian for San Jose State.
 - There's Spartans for Safety
 - Bystander Training—intervening when one sees safety concerns
 - Active shooter training
 - UPD has had 40 hours of Critical Incident Crisis Training
- Talking about safety on campus, concerns usually consist of outside environment. Not so much about fearing people who belong on campus, but more so about those who come onto campus that are not involved the university.
- Feeling unsafe being on campus at night
 - Crime around campus/near

- Feel safer on campus than in general city
- Trying to be more aware of surroundings
- UPD doing a decent job, but anyone can just walk onto campus, city in general has a lot of crime that gets flooded into campus
- Walk in groups, give fellow students rides for safety
- Promote events more for daytime than nighttime because of safety issues
 - When construction was hard to see, dark outside
 - More lighting needed
 - When it's getting dark can't cut through buildings, best to walk in open, lighted areas where there are more people
 - More UPD on foot possibly needed
- Does UPD still have escort services? And if so, where is it advertised?
- Resources available need to be advertised more
- General feeling- feeling of unsafeness isn't stemmed from the campus but rather being in downtown San Jose
- Increased number of homeless individuals around/on campus
 - Increases feeling of lack of safety in students
 - Trying to determine threats or not
- If you're perceiving you're unsafe, that is your reality in the moment

Other

- Zero tolerance are not able to manifest on our campus due to CSU policies
- we don't showcase our students and the accomplishments they have achieved over the years.
- 15% of students are women. (colored the view) {Consolidator note: This is taken from under a heading "Experience reflect on the climate of SJSU" ...very unsure on this context}
- We could be sensitive about what's going out on people's life.
- Accountability sense of top down control.
 - Security over building. Property over relationship over people.
 - Being treated like adults (bound to rules).
- Male guys: saying things making you think (Oh really, you're saying out loud)
 - Freedom to say what's in your head (speech wise)
- Mobility issues
 - Accessibility in buildings.
- Not many students feel comfortable stepping out
- Female students running for office - minority
 - Workshop hosted, 50 signed up 12 attended
- Change takes time, building respect takes time

Positives

- Pockets of greatness in the community. One faculty and staff member can affect the climate.
- I've only been here a short while. I got to see the shift when the new president came in and all of a sudden there was this energy change on campus that was palpable. There was this optimistic belief that we can do better. We should strive for that. This is a pride issue. We need

to create a deeper level of pride. What we do here is amazing. You can find things to sit back and say.

- Good to see input from different people around campus
- feeling that the school has great potential. There are things we can still improve on in order to make them work, i.e. Develop a master calendar.

Vision/ Actions

Safety

- Opportunity in the library to engage campus on issues of homelessness and child development
- Feeling unsafe
 - In relation to increased presence of homelessness on our campus, a lack of lighting on campus, and the general crime in the surrounding area
 - Our campus map is outdated,
 - Possibility of it being a **living document**, updated weekly or monthly noting construction, available paths to walk, accessible areas, alternative driving and drop off areas

Academics/ enrollment/ student success

- Student: We bring this up and have yet to address these issues. WE need to look at our graduation rates and see what the obstacles are there. WE need a solid vision and goal about where we are going.
- Students need to be more involved
- One college will exceed enroll classes for one year to eliminate the bottleneck
- students cannot get help with advising!
- Student support infrastructure in student involvement has become more transparent, it has been great
- Mentoring program- in addition for staff with students
- Stronger school to work connections. Investment in coop programs and internship programs. If we can get students into the next tier of more BA related work and get a little more money, that would be a better outcome.

Community Building

- We need more events with university backing. There are a lot of events that are significant but not enough backing.
- Different ethnicities gather but they don't interact with one other
 - Like study groups in classes that are more mixed
 - Use this new student union space to create engagement

- And to include the older students
- students are looking for a place to belong
- Classroom as a safe place, but not college.
- Dispersed organization and diverse but not coming together.

Workplace Issues

- Internal department surveys to assess and work on disfunction and department climate
- Staff feel as though they have to proclaim their position in order to have any speaking power on campus.

Communication, training, & programming on diversity/ inclusion/ code of conduct

- Need more opportunities for conversations like these
- Digital roll playing: critical incidences reported where people feel disrespected, challenged, unsafe and then can see different roll playing solutions
- Supervisors need to allow their staff the time to attend these type of events
- Day of dialogue event; invite faculty, classes, etc to come together
- More proactive communication of reporting and support structure, such as social marketing campaign
- Bystander development
- Bring back Difficult Dialogues program
- Bring climate up in class as part of the discussion, integrate it into classes, Housing, student orgs, etc
- Mandatory diversity training: All staff and faculty and students need to go through diversity training.
- Staff: start crafting the code of conduct with the university. It's time to start the conversation right now. Start a taskforce to see what the needs are of our campus/students
- Make it feel safer for all people to speak out about various issues
- Ask students what they need in order to feel safer/heard
- Help students feel safe expressing how they truly feel
- Institutionalize training for faculty and staff around diversity issues (in and out of classrooms)
- notice students displaying bad behavior and our professors allowing "boys to be boys", so staff and faculty reach out to the older more senior students to set the example and become the role models for other students.
- the silence needs to be changed, more conversations and more people included in conversations between both students and faculty/staff
- we have to touch more on white racism, otherwise the new activities we propose just further accentuate the whiteness in our on-campus community
- Need more open forum. Raise awareness. Continuum dialogues.
- Campus tends to say the word "diversity". How the campus react to the moments of where "diversity" is being addressed.
- The more you do, the more you can address this situation. You have to care for it.

- Providing opportunity for discussion.
- Learning to communicate. On going skill. Respectable dialogues with layers.
- Working on our image externally where its supposed to be internally. The courage to discuss (conversations in classroom).
- Trainings
 - How can more trainings and workshops be developed and be available for students, staff and faculty around diversity, sensitivity, and in general having more dialogues
 - And that conversations such as those started today need to continue and include more members of the campus community
- Why were students the only ones who received diversity training?
- Diversity and sensitivity needs a clear definition
 - How can students respond when faculty and staff are not receiving the training?
- Some training available in certain major classes, but not available for all students
- HR offering more trainings
 - Faculty not required, it's optional
 - Specific areas offered specific trainings
- Workshops may be an alternative to additional classes for students to receive the training
- Faculty and Staff may not be aware of their own biases when not receiving trainings
 - Could there be a requirement?

Ownership/ Leadership

- It's great that the university is consultative, but we need somebody to hold a vision for this and I would like to see someone who is holder of that vision. We respond, but we should be proactive. Than responsiveness and somebody should own that overall vision.
- It seems that with all of these issues is that it's nobodies' job to do this. WE have a crisis but there is nobody to address the crisis and the student leaves. It's our job to take the students who we get and be honest about their realities. How do we help these students graduate and thrive.
- Students need to be more involved
- Bottom up thinking instead of top down

Communication in general

- Communications- we need to know the best way to communicate to different audiences, repeat messages
- Easy access to timely information
 - Department websites are all so different and difficult to navigate
 - Search engine on main page doesn't put up most recent document
- Better communicate campus events to everyone?
 - Central calendar that is user-friendly
 - Have scrolling signage of what's happening around campus
 - Better now that there's signage telling people where to go (e.g., Event Center)
 - At lunch time, someone with microphone announcing events (e.g., from AS reps)
 - In orientation, announce where students will/can get information

- Better at keeping/preserving traditions
- Townhall meetings more part of culture; shared governance; transparency
 - E.,g UPD or with the President
 - Or use of social media, webpage hub for open forum
- Live interactions for human-to-human connections
- we want to be able to listen to things our students have to say. Where do students go when they have a voice and want to share their opinion or suggestion
- More monthly newsletters going out - good to get word out
 - Do students get these, or just employees?
 - Students get Student Affairs email
 - A way to let students know what's coming up, construction to adjust their routines, etc.
- Who get's what communication?
 - It's good to know who gets what, and who doesn't get the information, to know who to share it with
- Campus map-
 - Adjustments need to be made, not accessible-friendly
 - Limited, distant accessible parking
 - Outdated map - needs to be a living document
 - Could be updated weekly based on construction
- Lack of communication
 - A lot going on, not knowing what is happening
 - Newsletters great, but who is receiving what
 - How is the word getting out there
 - That there are resources available but they're not well advertised
 - Best platform
 - How to plan events around times that will work best for students and
 - Most importantly how to make them feel their opinions will be heard and valued

Economic Hardship

- Perhaps the CSU can provide a 15dollar wage. Help students.

Faculty: Student Engagement

- Administrators/faculty could be more humble
- Stop discouraging students
- Have staff and faculty better reflect our student population, esp on campus as diverse as our

Spartan Pride

- Make products for Spartan pride. Make the more affordable.

Other

- More resources for non-traditional students
- Value students more
- Stop discouraging students

- immerse ourselves in other generations perspectives
- we must be more other-oriented
- Affirming is not necessarily comfortable. Do not aim for a place that is a place that is respectful.
- Accessing testing.
- Institution needs to play a role in why people are homeless in this region
- Working with the City on issues
 - Partnership with Grace Community Center?
 - Some interns, but no formal connection with the University
 - Center is sponsored by the County, not City
- Summary {Consolidator note: this is one break-out session's summary which they listed out separately}
 - Enjoyed most that we were having a conversation
 - Small groups
 - Offering safe space for everyone to feel heard
 - Everyone's on the same page - common frustrations
 - Conversation needs to continue
 - Small groups that rotate, opening conversation to campus, etc.
 - Need to hear from more students
 - Be part of the solution
 - How do we convey that student's voices not only make the difference, but will be heard?