
Going Beyond the Data to Understand Organizational Climate at UD Library, Museums, and Press

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Overview

- What is ClimateQUAL®?
 - Did the results give us enough meaningful data?
 - How did the ClimateQUAL® Working Group foster trust in their process?
 - What impact did trust have on our understanding of the organization's climate?
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ClimateQUAL®

- Administered April 3-24, 2017
 - Survey sent to 129 staff
 - A total of 114 surveys were completed which is a response rate of 88.37%.
 - Results include 36 written comments
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TIMING
IS EVERYTHING



Trust in the Survey

1. Am I talking about “now” or “then”?
2. Which “supervisor” am I talking about?
3. Is this really anonymous?

From the survey comments:

- “Some of the recent changes in Library organization and the movement of positions and departments make this survey difficult to take at this time.”
 - “The language used in this survey (for instance, ‘team/division’ for a number of questions) raised many questions in my mind re: who, exactly, I was supposed to be assessing... I have heard similar concerns from others (at least one of whom stopped taking the survey midway through because of this inability to be more targeted in who exactly we were assessing), and am concerned about how this will affect the results of the survey.”
 - “I have responded... based on my experiences in my division (as specified) and not within my specific department”
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Trust in the Results

1. If our colleagues didn't trust the survey can we trust the results?
 2. How can we "fill in the blanks"?
 3. How can we get our colleagues to trust us and this process?
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Focus Groups

- Led by qualified and trusted outside facilitators
 - Separate sessions for department/division heads from the rest of staff
 - Transparent sign-up process
 - Offered more than one way to participate
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Trust in the Outcomes

1. A positive experience for staff
2. Using this new data
3. Taking action

Climate Enrichment Day



Continuing to Build Trust

1. Transparent communication - staff web, sharing reports, all-staff meetings, etc.
 2. Using the new and old data to make recommendations
 3. Continuing Climate Enrichment Day
 4. Next round of ClimateQUAL with clearer instructions and follow up Focus Groups
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Thank you!

Questions?

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