Appendix A
Comments Analysis

Out of the 563 surveys received from the Ursuline College climate assessment, 370 different people responded to one or more of the open-end questions throughout the survey. No respondents answered all open-ended questions. As the first several items were follow-up questions that allowed respondents to provide more detail about their answers to a previous question, the comments provided for those several items were included in the body of the Ursuline full report. This section of the report summarizes the comments\(^1\) submitted for the last two survey questions, and provides examples of those remarks echoed by several respondents.

Campus Experiences versus Community Experiences

One of the open-ended items queried, “Are your experiences on campus different than those you experience in the community surrounding campus? If so, how are these experiences different and where do they occur?” One hundred fifty-eight (158) people answered the question. While a number of respondents said they had similar experiences on and off campus, the majority of those who responded to this question described the differences between their experiences at Ursuline and in Pepper Pike. Most of the respondents agreed that there was more diversity at the college, that Ursuline was a welcoming place to study, and that students tended to feel safer at Ursuline than in the community (although they also felt safe in Pepper Pike). A few respondents noted undertones of discrimination based on racial/ethnic differences.

- *Ursuline is a very welcoming and open campus community. Pepper Pike itself is not very diverse and does not embrace the same level of welcoming, openness and respect found here at Ursuline.*
- *I was unpleasantly surprised by the casual racism that seems pervasive in Cleveland (which is no longer acceptable in the rest of the Midwest). Ursuline seems to be a great deal more inclusive of racial and ethnic differences than Cleveland as a whole. This is a good thing and I suspect may be due to the influence of the Ursuline sisters.*
- *Yes... they are better. I feel generally safer and better supported at Ursuline than elsewhere.*

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\(^1\) This report provides respondents’ verbatim comments.
• As someone from an alternative religion, I find that people know nothing about my religion although it is common in my community. I also find that staff and students are somewhat intolerant of those with accents. On the whole, the campus is a much friendlier environment than that outside. However, we are whiter and more Catholic than the outside community. Those of us who are white tend to think that everyone here lives the same experience. I believe that is not true.
• Ursuline caters to those from low income families, as well as high income families, but screws people who are of the average working class. This is much like our society now, especially in this area of Ohio. You think that Ursuline would be able to help out their students a bit more with tuition assistance instead of having them graduate with $100,000 of debt, especially in this economy.
• Yes. The community doesn’t really seem like they like college students.
• I feel safer on campus than I do out in the community - although, I would not say I feel unsafe in either.
• Honestly I believe I can be more myself in my classes and the dorms at Ursuline than anywhere else, including neighboring schools and in the community. I have never experienced any kind of hostility here on campus.
• My experiences on this campus are more positive than in other experiences outside campus. Ursuline is a friendly, welcoming place, and faculty, staff, and students are more kind and reasonable than any other place I have worked or attended school.
• You can feel all the blessings and prayers we get for our success. Everyone smiles and says Hello. Very diverse study body.

Additional Thoughts on Campus Climate
One of the open-ended items allowed respondents to elaborate on any of their survey responses, further describe their experiences, or offer additional thoughts about climate issues. One hundred twenty-five (125) respondents offered a wide range of comments. A few individuals applauded Ursuline for promoting diversity and inclusion and gave examples of the positive steps they have seen. A number of other respondents were concerned that “overemphasizing diversity” was a form of “reverse discrimination” which could distract the college from the work of educating its students. A few individuals commented about the homogeneity of the student body (i.e., most students were White) and called for more diversity among students, staff, and faculty. Throughout the survey, respondents commented on perceived preferential treatment afforded to athletes and LGBT/Q individuals.
• I feel there should be a stronger connection between departments, working together on projects etc. There should also be more concise communication between departments. Technology should be interconnected; it seems like we have one system for one aspect of the college, another system for something else and they don’t talk to each other.
• As a Christian I find it hard when we "welcome" the idea of homosexuality into the climate of a "catholic" institution. It is a sin and should not be "welcomed" in my opinion.

• The campus is so strongly Catholic in its leaning, that I do not openly tell anyone my religious background. Routinely I am assumed to be Catholic or at very least Christian, and I just let that stand without correction. There is definitely an "in or out of the club" feeling. The few times I have brought up the issue of discrimination based on sexual orientation, I have had nothing but stonewalling from the institution. Among rank and file staff and faculty I've found a few supportive voices, but no one at the VP level or higher want to deal with this issue.

• There is a major effort to understand and to hire African Americans. That is great. There doesn't seem to be any effort to recognize or understand other diversities.

• I am frustrated that Ursuline College would continue to accept foreign and English Second Language students and not offer any support for their success. In the nursing program, the majority of our failures are ESL and minority populations. There are absolutely no provisions made for this population.

• The bullying in the department of nursing is widely known by others on campus but no one has done anything to stop it. Some strides have been made on behalf of the students who were being treated just as badly.

• I think Ursuline needs to look at things a bit differently and needs to advance into the new age of thinking instead of being stuck in the 1800's with the nuns. Things need to improve and since they aren't, enrollment is going down...

• The athletes are able to come in late to class, or basically do as they wish. Even some of the athletes feel like they can get away with a lot. They take advantage of the fact that they are looked highly upon.

• I believe the climate of Ursuline could be improved if the academic standards were higher, and if athletic scholarships were given to students who displayed outstanding character, which does not seem to be the case now.

• More emphasis on educational excellence would improve the entire climate of the campus, starting with improved admission standards.

• I think Ursuline "likes" the idea of diversity and inclusion but this is not a campus-wide value that is embraced and fostered. We have an office of multi-cultural affairs but it is a one woman office with a Graduate Assistant and this makes it nearly impossible to do all that needs to be done.

• Our climate can improve by not worrying so much about race. We hire for race not skills thus another problem. I know people on this campus were hired for race and have no skills. And what is sad, we favor them as they sit all day, hide from the office, etc. I see a huge favor towards Jewish people too.

• I don't feel safe enough to do so.

• I would like to see the college become more active in recruiting people of color for tenure track positions. It would add legitimacy to Voices Values and Vision.

• Some racists comments that I here from RA'S, to me are unacceptable. No one of that nature should be allowed to be an RA.
Thoughts on the Survey and Process

In addition, a few respondents commented on the survey and process itself. Some applauded the University’s participation in the study and wanted to make certain that the results of the survey were made public and used to better Ursuline College. Several respondents insisted that Ursuline College leadership share with its constituents the climate assessment findings and initiatives instituted as a result.

- *Thank you for taking this monumental step to assess the UC climate.*
- *I don't know, this whole thing was really long and not taken seriously because of the length.*
- *Thanks, I hope this is helpful. I like Ursuline, but it does have its problems. Many are products of the larger society though.*
- *This survey is a good effort to stimulate discussion and self-reflection for all who are connected to Ursuline College. Thank you.*
- *I think everyone would agree that we do survey's, and we do committees, and we get outside help - but nothing changes because the school refuses to change and utilize proven successes of other similar schools.*
- *This survey has been great to vent through but I am reserved and doubt that it will make a difference that I would see while I am here and before I graduate from Ursuline.*
- *I appreciate the need for this survey, but it is too long. Maybe that is why you are not getting that many turned in.*