

# Campus Climate Committee Minutes

Wednesday, December 11, 2019 2:00 – 3:15 p.m.  
AS -125 Conference Room

1. Call to order: Chair Mimi Kim @ 2:02pm
2. Introductions: Mimi Kim (Social Work), Nancy Torres (AV HR), Luke Wagner, (SOC), Steve Boyer (Design), Vinny Savastano (49er shops), Pia Bose, Haylie Antoniewicz (ASI), Angela Lockes (EDUC), Juliet Hidalgo (Provost), Isabele Banuelos (ITS, Staff), Jessicea Pandya (AS), James Saucedo (Director, Office of Multicultural Affairs), Theresa Gregor (AIS), Keith Freeseemann (Ombud), and Larisa Hamada (Equity and Diversity).
3. CCC membership brief
4. Guest – Juliet Hidalgo, Senior Communications Strategist, Academic Affairs, Office of the Provost
  - Question of communication/in what venues do we & can we share information more publicly?
    - Juliet requested more information about our specific needs?
    - **Discussion:**
      - Where does periodic reporting end up being shared on campus website? Depends on format (survey, report, information/notices)
      - Email flow on campus? All faculty and Academic Affairs goes to Juliet's office; Provost can message everyone regarding events (3<sup>rd</sup> Wednesday of the month): there is staff News and Notes, Alumni News, and IT sends out some information bulletins as well. Student Affairs oversees all emails for students; ASI sends emails, Career Center, and Athletic Department sends emails—comment made that students are inundated with emails and they do not read them.
      - Mimi asked, is there any way that we can get a CCC webpage?
        - Jessica: yes, there is a page for the committee—there can be information posted under the Academic Senate site where the CCC charge is listed

- Is there information or a study about the format and frequency that students are receiving/checking emails? No, they can gather the information, but they will assess upon request.
          - BeachBoard notifications can be annoying
          - Anecdotal information from students experience with email is that it is distressed (they prefer platforms on Social Media, Twitter, FB, etc.)
            - Academic Senate has social media with an intern that runs the accounts
        - Jessica said that student communications should use: SnapChat, InstaGram and Facebook Events; for Faculty/Staff: Facebook and Twitter (this sentiment was reinforced with other committee member comments and feedback)
          - Haylie suggested and asked if word limits can be capped from campus emails?
- Mimi: can we have an account from Academic Senate? There is no budget in Academic Senate for social media accounts; but we can request funding from Academic Affairs. Additional concerns were shared about establishing a protocol for managing communications on the account—would that be the Chair’s job or nominate another Committee member.
  - **Juliet:** be clear about what you are trying to accomplish and the goals of the communications. **Jessica:** It might be good to tie this into the HERI as our initial rollout. **Mimi:** we will know more today about where we are going. Additional concerns: there is no central space for information to be rolled out after safety concern or for additional reporting.

#### 5. Guest – Dr. Angela Locks – School of Education

- HERI updates
  - Provost Jersky is the point person for HERI for the Executive Leadership Team (each Division is in charge of their own section); Juliet and Jeff Cook will work on communications for the survey.
  - From Provost from Juliet’s report: supports CCC and looks forward to our recommendations (whether we form Task Force, etc.).

- CCC and Academic Senate priorities and roles
  - **Please note that Higher Education Research Institute, HERI surveys are found:**  
<https://bbcsulb.desire2learn.com/d21/le/content/267757/Home>
  - **Dr. Angela Lockes Presentation:**
    - Provided an overview of the HERI and explained why the University chose this group and their products (Diverse Learning Environment or DLE, Staff Climate Survey, and Faculty Survey). \*This is a research proposal and so everything must go through IRB.
      - DLE tested at San Francisco State
        - Based on theories and concepts of sociohistorical context
      - Lockes noted that although we are designated as a Hispanic serving institution, we still are very much a white-serving institution.
      - BUILD grant will fund Faculty Survey
      - Leads: Nancy (DLE), Kerry (Students), Laura Kingsford (Faculty)
      - Timeframe proposal: goal is to launch Student Survey in mid-February and close at end of May; Faculty and Staff Admin survey will hopefully launch close to mid-February and will close in August (the close dates are mandated by UCLA institute).
      - There are four other major student surveys happening concurrently (Master Plan plus 3 or 4 others).
      - Her overall sense is that most people are engaged and want to see the survey completed and many groups and committees on campus are looking forward to receiving the data. \*No data will be reported for a subset less than 5 to protect individual identity during data collection. For smaller groups,

data will be collected/analyzed in aggregate if possible.

○ Discussion/Questions:

- **Will survey include how long students have been on campus?** Students can opt-in to have their student record attached to their records; Faculty and Staff records will not have employment records attached to their survey responses.
- **What's the plan for communication?** It's evolving. There will be a marketing plan—there will be 2-10 common questions. Provost will send out a **Thought Exchange** and this will begin to test the temperature of response. *“How do you experience the campus climate and community?”*—Tracy from Academic Affairs will monitor the Exchanges. All faculty, staff, and students will receive the prompt through CSULB email address. They are also developing ideas about offering incentives as well for completion of the survey.
  - **What is the purpose? Will folks confuse this with the Survey?** To inform the 2-10 common questions across all groups that are specific to the campus. This is the attempt to be inclusive of the community's voices and concerns. There will be qualitative coding of the responses to help generate the questions.
  - **Can members of the CCC be involved in working through the Thought Exchange to help generate questions?** Yes.
  - **How can CCC help support communication to get the word out?** Jeff Cook (with Marketing and Communication) and his team are willing to develop a marketing plan. He needs three benefits for each survey group, then he can develop marketing for each segment. Key campus partners and leaders will also be listed. Minimally 12 emails will go out to solicit input from campus.
    - Point made that the survey website sounds like the name of our committee (CCC).

- **Who gets to see the data?** This is still being determined; Angela will convene a separate research group in addition to what Nancy, Laura, and Kerry are forming; there will be invitations made to CCC to be a part of the group; and the group will be charged with establishing some research ethics, then data summaries/reports will be generated. Angela cautioned that she advocates to be careful with the dissemination of the data.
  - Angela differentiated as well that this is a campus climate survey not a study, which will need to be designed and conducted after the survey.
  - **Will CCC have access to data?** Angela believes so.
- **What else can CCC do to help?** Assist with marketing concepts (Vinny, Mimi, Rhiannon, and Haylie volunteered);
- **Is there a goal for the % of campus that they are seeking responses from?** DLE a few years ago was about 10% participation, but ideally, as high as possible. Piya noted that ASI surveys have resulted in about 10-11%, Housing Survey was 30% but the incentive was a semester of tuition—the campus Master Plan is also going to offer the tuition incentive; for students, this is a great appeal. Provost will decide incentive for Faculty, Student Affairs will decide for students, and Scott Apel will decide for staff.
- **How long will the survey take to complete?** About 20 minutes and the faculty survey may be longer. Suggestion made that perhaps Faculty can set aside time for their students to complete the survey.
- **Mimi: can we have a list of incentive ideas and how to fund them in the next week?** More resources for faculty than students; and all incentives have to be approved by IRB. **Can funding come from the President's Office?** There was consensus from Committee to ask the President's Office to provide funding for incentives for students and staff to complete HERI. Mimi will email the President to share our request. Mimi also asked Committee to email ideas to her ASAP.

- **Nancy:** Staff Survey support is less than the support for Faculty and Students; there are some demographic questions that she believes staff won't be comfortable answering; and people may skip some of the answers. She also is concerned about additional questions that may open up issues of liability, and how the data will present once it is shared.
- **Will the survey be available in other languages?** No, only in English.
- Rhiannon asked for support for students that are working in the sex industry (she believes that there may be up to 3,500 students working in this industry and they intersect with students that experience home/food insecurities; and she asked for support in the Thought Exchange when she generates this topic). Angela shared that she feels encourages that people are willing to ask these questions.
  - Larisa: expressed concerns about how people are defining discrimination and that these differences and distinctions need to be assessed and taken into consideration.

6. Report back and next steps on CSULB safety committees and policies (Luke, Theresa, Hayli):

- Luke Wagner reported out on the meeting with Captain Goodwin and Allyson Joy and we met with Captain John Brockie, campus Emergency Services, he started here in August by way of Fullerton.
  - There is not an after-action-report on the incident because the report would be “discoverable”
    - No documentation or discussion available about the lessons learned from the incident for campus PD
  - The bulk of the meeting was a review from Brockie about communications procedures for emergency notifications (and the various types)
    - There was not a template for the shelter-in-place scenario, there are only templates for active shooter.
    - Messaging: his view was that students would not want to read an email and they do not have the attention span to watch anything over two minutes.

- This seemed disrespectful to students.
  - Trainings are available from campus PD upon request
- For CCC consideration: there is a huge space for students to engage and assist with messaging and its dissemination;
- Luke attended a Shelter-in-Place training from Family and \_\_\_\_\_: it addressed many of the topics the CCC has discussed; the training came from campus PD; slides were edited from Active Shooter to Shelter-In-Place, so there was contradictory information in the training. Confusion seemed to center around what we do when there is a singular threat versus an ongoing incident.
  - Larissa: what do you think needs to be addressed? There is still not clarity for CCC about what a SIP looks like and what we do.
  - In terms of campus climate, the incident impaired trust; and this needs to be repaired.
  - Haylie shared her perspective from the meeting; she followed up and talked to Student Affairs to see if ASI could assist in developing communications in emergencies.
    - There was more discussion about perspectives regarding trusting the campus PD and the way messages and information are conveyed clearly; there were/are many gaps.
      - Clarity, follow up, and additional information for future events.
  - **Discussion:** Comments regarding physical safety: locking doors and understanding how Facilities are addressing this issue? Larissa was helpful in addressing some of the comments and sharing her knowledge about status. Comments were also made again about transparency in reporting and information sharing and understanding how messages are crafted and disseminated. \*I missed Larissa's comments about who the Leadership are that would have the authority, etc. in response to Luke's questions. Issues are that different constituencies feel like their response are not being heard. Luke also pointed out there was a SIP in August as well.

7. Discussion of lengthening meeting (currently 2pm – 3:15pm) – proposals for 3:30 or 4:00pm: Agreed and several members stayed until 4pm.

8. Next steps: **Next steps:** invite Campus PD to come and talk to the Committee (reach out to Chief Fernando Solarzano and/or Captain Brockie) and possibly to sit on this committee; as well as also invite Jeff Cook from Communications.

9. Adjournment: 3:53pm.

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Reminder: Committee business is conducted electronically via BeachBoard  
Please bring your electronic device or print material to the meeting. All Committee  
Members are enrolled as instructors in the CCC BeachBoard organization.