

Boston University Office of the President

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To: All Boston University Staff
From: Robert Brown, President
Jean Morrison, University Provost and Chief Academic Officer
Gary Nicksa, Senior Vice President for Operations
Andrea Taylor, Senior Diversity Officer
Date: June 14, 2021
Subject: Staff Diversity, Equity, and Inclusion Survey Results

We are writing to share a summary of results from the Staff Diversity, Equity, and Inclusion (DE&I) Survey administered earlier this year by Korn Ferry. The goal of the survey was to achieve baseline information on Boston University as a workplace and community.

In late March and early April, we invited all staff members to participate in an online survey about the University's human resources practices concerning diversity, equity, and inclusion. The overall participation rate of 75% was tremendous and speaks to the importance our community places on advancing Boston University on its journey to become a more diverse and equitable institution. Thank you to the many of you who shared your views.

The anonymous survey had 36 response questions and two open-ended questions where staff could make written comments. All responses were anonymous. The survey was available in English, Spanish, and Portuguese.

What did you tell us? The key headlines are:

- The high overall participation rate of 75% indicates a strong community interest in voicing opinions and wishes on diversity, equity, and inclusion.
- There is significant variability in how underrepresented staff experience DE&I at BU. Through their survey responses, individuals self-identifying as Black or African American employees, and also LGBTQIA+ employees, indicated the largest differences in favorability in response to survey questions. The University has work to do around inclusion and advancement for members of these communities.
- Most staff feel respected and valued at work, but raised questions about institutional commitment and accountability for DE&I.
- Managers and supervisors are viewed as managing performance effectively, and with strong

support for their staff, but there is overall uncertainty about the fairness of promotions, and whether or not BU is effective in advancing people from underrepresented racial and ethnic groups into leadership roles.

- Many staff indicated a lack of awareness (and confidence) in the University's processes to deal with mistreatment complaints.

A summary of survey results is located [here for your review](#).

Note that this survey is a part of a larger assessment being carried out by Korn Ferry. In addition to the survey, Korn Ferry is analyzing staff data on hiring, promotions, retention, and exits. They also are analyzing feedback from recently concluded focus groups.

Later this summer, following the completion of the overall assessment of human resources policies, systems, and processes through the lens of diversity, equity, and inclusion, Korn Ferry will make recommendations for addressing identified concerns and opportunities. Action plans will be shared with the campus community after they have been developed.