



Wouldn't it be better to track, in a more sophisticated way, the number of median statistics? No, Taylor said. By concentrating on the data of those most enthusiastic about their rental experience, Enterprise could focus on a key driver of profitable growth: customer loyalty. Not only return to rent again but also recommend Enterprise to their friends. Enterprise's approach surprised me. Most customer satisfaction surveys aren't very useful. They're long and complicated, yielding low response rates and complex implications that are difficult for operating managers to act on. Furthermore, they are rarely challenged or audited. Only senior executives, board members, and investors look at them very seriously.



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DEG	132,025.8	226,665.2	
AEW	235,695.2	663,325.6	

INCLUSIVE Climate Assessment Frequently Asked Questions (FAQs)

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We believe that the organizations we partner with are **bold**. They are willing to ask, “Are we a fully inclusive and equitable organization for each of our employees and patients? If not, how do we become one?” For each of our clients, a Diversity Science Climate Assessment has answered these questions.

What are Climate Assessments?

Our organizational inclusive climate assessments measure the aspects of your culture, policies, and procedures that truly matter.

We use our specialized expertise and evidence-based approach to provide actionable recommendations to strengthen your DEI climate, improve patient care equity & quality, increase organizational resilience, and promote long-term success.

- ✓ We provide expert analysis of your current climate, strengths, and barriers toward change supported by quantitative and qualitative data.
- ✓ We benchmark your organizational climate assessment results against peer healthcare organizations.
- ✓ We leave you with a personalized guide to achieving full inclusion with a focus on your organization’s most critical action areas, informed by assessment data and insights.

Why Diversity Science?

Our Organizational Inclusive Climate Assessments are the gold standard for organizations looking to improve diversity, equity, and inclusion. Throughout the project, you will be supported by a dedicated assessment team led by an experienced PhD-level scientist with deep equity and inclusion knowledge who truly understands organizational change.

What Do You Measure?

Domains of Inclusion:

After decades of research, our scientists have identified seven key domains of inclusion - the characteristics of a vibrant, inclusive, and equitable organizational climate. Our assessment tools use validated and actionable metrics, each customized to your organization's structure and characteristics.

Working in Different Worlds: Insights into Diversity

We analyze the data to detect any meaningful differences in the experiences of employees along key diversity dimensions, including age, disability, gender identity, race and ethnicity, religion, body size, sexual orientation, and many more. We only present findings for participant subgroups that meet the confidentiality threshold of a minimum of 10 participants.

How Will We Benefit?

The results of the Inclusive Climate Assessment will provide you with clear and actionable, evidence-based, and data-driven recommendations to guide you in creating positive and sustainable change. You will gain:

- ✓ A clear picture of your current strengths and opportunities for growth
- ✓ Clarity on the most effective and efficient use of your resources
- ✓ Compelling information that will increase stakeholders' openness to and endorsement of positive change
- ✓ A baseline for tracking progress over time
- ✓ Confident and informed decision-making

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Thank you for the opportunity to complete this survey. It demonstrates to me how important equity, diversity and inclusion is to our leadership.



What Does the Process Involve?

Organizational Learning.

We gain insights into your unique organizational context, terms, and structure. We use that information to adapt the questionnaire for maximum relevance. While this phase may be shorter for some organizations than others, it will always be present.

Preparation & Communications.

We use the information we gain from Organizational Learning to adapt the questionnaire to your organization's nomenclature and structure. All survey questions are validated, and we provide you with best practices and suggestions for internal communications that increase employee response rates.

Inclusive Climate Survey.

Participants will be invited to complete an entirely confidential online questionnaire consisting of validated and tested measures that assess the organizational factors that matter. Most participants will take about 15 minutes to complete the questionnaire, which includes close-ended questions (multiple choice) as well as open-ended questions (write-in).

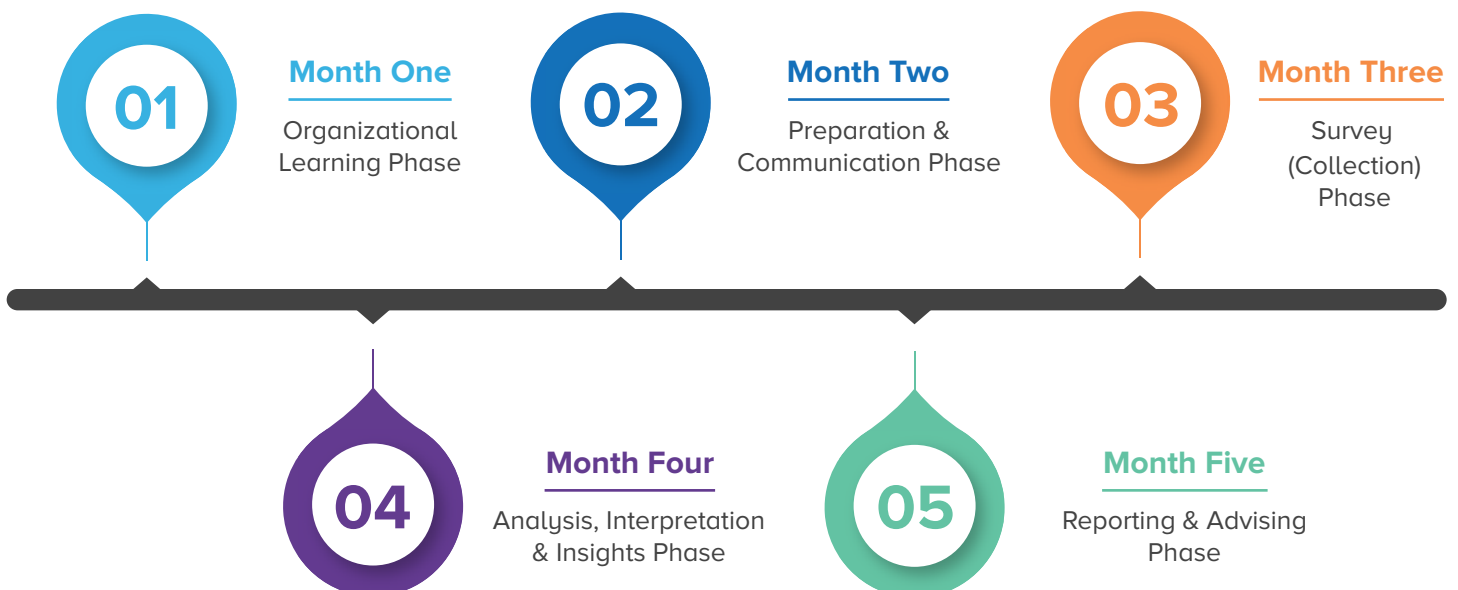
Analysis, Interpretation & Insights.

Our expert and experienced scientists have developed a way of extracting meaning and insights from the data that goes above and beyond simply looking at the responses to each of the survey questions.

Reporting & Strategic Advising.

You will receive usable information and insight into your strengths and areas for improvement. Through the report, presentation, strategic advice, and discussions, you will gain clarity on the most effective next steps in an overall comprehensive plan. Data-driven and evidence-based strategies and expert advice will boost your trajectory and help create sustained momentum toward achieving your goals.

How Long Does it Take? What is the Typical Timeline?



For some organizations, this timeline may be compressed by approximately one month. The Organization Learning Phase doesn't take quite as long for smaller organizations.



These deliverables combine to provide you with a clear picture of your current strengths, opportunities for improvement, and the most impactful next steps and a clear path forward.

What's Our Investment?

Why such a big range? Great question!

Factors that affect your organization's investment include:

- ✓ **The number of participants.**
- ✓ **The number of survey versions. Common examples include:**
 - » Participant groups that differ from each other enough to need different versions of the survey
 - » Surveys in more than one language
- ✓ **The number of subgroup analyses. Common examples include:**
 - » Comparisons between different locations within the organization
 - » Separate examination of each department within a location
 - » Subgroups of employees by job role
- ✓ **Optional add-ons. Common examples include:**
 - » Additional presentations
 - » Additional principal consultation, strategic advising, and inclusive leadership coaching (if over the included 4 hours)
 - » Bundled services (for example, evidence-based eLearning and facilitated training and workshops)

