

Cultural Diversity
Climate Survey

Training Evaluation Checklist

Train-the-Trainer

Requested by:
Georgia Department of Corrections

Report Date: May 7, 1993
Project dates: January 25 - March 25, 1993

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Appendix 1

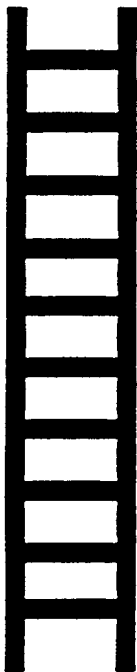
Organizational Response Level

5. ORGANIZATIONAL RESPONSE LEVEL

What level has your organization reached in becoming aware of and responding to the diversity of the people who comprise it? With this survey you can make an assessment of your own and then compare and discuss it with others.

INSTRUCTIONS

In respect to cultural change and multicultural awareness use an "X" to indicate the level your organization or your part of the organization has reached on the LADDER TO SUCCESS in relationship to its understanding and response to diversity. You may observe that the organization or parts of it seem to be at several levels at the same time. Use a "✓" to indicate these other levels. Then answer the questions that follow.



There *is* an *evaluation process* set up to check our progress.

There is an *overall plan* and *concentrated effort* to deal with the issues.

Disconnected efforts are taking place.

Policies are being established consistent with the vision.

There is a *corporate vision* about the role of diversity in the organization.

We have decided that *changes* have to be made.

We have created an *open forum* for discussion.

The issues are being *discussed privately* and in informal groups.

People are *actively acknowledging* that diversity is an issue.

There *is denial*, anger, frustration and *conflict*.

There is little or *no awareness* of diversity as an issue.

How are people in the organization talking about diversity? For example, do they frame it as a political issue, a human rights issue, a communication issue, etc.?

What efforts have the issues of diversity received so far?

What has been the outcome of these efforts?

Who supports the work of dealing with diversity?

Who needs to support this work for it to succeed?

Appendix 2

Survey

GEORGIA DEPARTMENT OF CORRECTIONS: CULTURAL DIVERSITY AND CLIMATE ASSESSMENT SURVEY

This survey is a first attempt at discovering how all of us who work for GDC feel about the place we work and the people we work with. There are no right or wrong answers, so please respond as honestly as you can to each question. This survey is being completed by thousands of GDC staff. No one will be identified individually. Your responses will be considered only as a part of various large groups of GDC staff.

Most importantly, after the survey results have been analyzed, they will be reported to all GDC staff. GDC can then use those results to make essential changes that will move our agency into the next century. Your candid response is crucial to developing an accurate snapshot of our Department as it exists in 1993.

You may want to refer to the definitions below as you complete this survey.

DEFINITIONS

- | | |
|-------------------------|---|
| Culture | <ul style="list-style-type: none">• A network of shared understandings, norms, and values that are taken for granted and that lie beneath the surface and determine how we view and practice life.• Culture tells us how “we” are and what attitudes to have about “them”, the people who are different from us.• Culture tells us how we should do things and what should be important.• Our <i>culture</i> is communicated and affirmed through language, gestures, symbols, myths, rites and rituals. |
| Majority Culture | This group exerts the greatest influence, occupies powerful decision-making positions, and determines life chances of other groups. The official agents of society generally represent this group’s views. |
| Minority Culture | These groups are underrepresented in decision-making bodies. Culture is transmitted through family and group members and not by official agents of society. These groups are treated differently because of shared physical, social, or cultural characteristics. |
| Ethnic Group | Members consider themselves to be alike because of common ancestry or history. |
| Race | A cultural classification of populations, using actual or assumed genetic traits to classify populations of the world. |
| Disability | The <i>Americans with Disabilities Act</i> (ADA) defines disabilities as including but not limited to alcoholism, blindness, deafness, heart disease, multiple sclerosis, mental or emotional illness, orthopedic impairments, learning disabilities, and speech impairments. |

**GEORGIA DEPARTMENT OF CORRECTIONS:
CULTURAL DIVERSITY AND CLIMATE ASSESSMENT SURVEY**

For each statement below please indicate your agreement or disagreement by circling one of the numbers from 1 to 5.

1. In my work group everyone's opinion gets listened to.	Strongly Disagree	1	2	3	4	5	Strongly Agree
2. Members of my work group vary widely in their skills and abilities.	Strongly Disagree	1	2	3	4	5	Strongly Agree
3. Asians are hard workers but often lack the skills to be good managers.	Strongly Disagree	1	2	3	4	5	Strongly Agree
4. Basically, people in my Division are judged on how well they perform.	Strongly Disagree	1	2	3	4	5	Strongly Agree
5. In GDC I am treated as an individual.	Strongly Disagree	1	2	3	4	5	Strongly Agree
6. Since coming to work at GDC, I have been given more responsibility <i>and</i> a pay increase that went along with taking more responsibility.	Strongly Disagree	1	2	3	4	5	Strongly Agree
7. Blacks are too demanding in their push for equal rights.	Strongly Disagree	1	2	3	4	5	Strongly Agree
8. I feel free to tell people higher up what I really think.	Strongly Disagree	1	2	3	4	5	Strongly Agree
9. The information I need to do my job is given to me in a clear, efficient, timely manner.	Not Very Often	1	2	3	4	5	Very Often
10. Hispanics' temperaments cause them to be poor managers.	Strongly Disagree	1	2	3	4	5	Strongly Agree
11. GDC acknowledges and deals effectively with employee differences related to where a person works (e.g., prison, center, office).	Strongly Disagree	1	2	3	4	5	Strongly Agree
12. People with different sexual orientations are acknowledged and accepted within GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
13. Everyone is valued within GDC no matter what their job classification is.	Strongly Disagree	1	2	3	4	5	Strongly Agree
14. Women and men in GDC are promoted with equal frequency.	Strongly Disagree	1	2	3	4	5	Strongly Agree
15. Discrimination against minority groups is no longer a problem in the United States.	Strongly Disagree	1	2	3	4	5	Strongly Agree
16. Disabled employees receive preferential treatment from the Department.	Strongly Disagree	1	2	3	4	5	Strongly Agree
17. GDC should have special programs to help women and minority employees get ahead.	Strongly Disagree	1	2	3	4	5	Strongly Agree
18. I would feel comfortable working closely with a gay man.	Strongly Disagree	1	2	3	4	5	Strongly Agree
19. The language barrier makes Hispanics poor employees.	Strongly Disagree	1	2	3	4	5	Strongly Agree
20. When I get ahead, I am careful not to separate myself from other people of my background.	Strongly Disagree	1	2	3	4	5	Strongly Agree

21. When the pressure is on, I tend to revert to older beliefs and want to make myself and my culture right and others wrong.	Strongly Disagree	1	2	3	4	5	Strongly Agree
22. GDC is a good working environment for women.	Strongly Disagree	1	2	3	4	5	Strongly Agree
23. I realize that people of other groups have fresh ideas and bring different perspectives to my life and to GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
24. GDC is a good working environment for people with disabilities.	Strongly Disagree	1	2	3	4	5	Strongly Agree
25. It is easy to understand the anger of people who belong to minority groups in America.	Strongly Disagree	1	2	3	4	5	Strongly Agree
26. When working with someone of a different culture, I sometimes go over that person's head to someone of my own culture.	Strongly Disagree	1	2	3	4	5	Strongly Agree
27. Physical limitations are recognized and accommodated in some way at GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
28. GDC's best managers are male.	Strongly Disagree	1	2	3	4	5	Strongly Agree
29. I coach others on how to succeed in my culture, telling them the unwritten rules and showing them what they need to do.	Strongly Disagree	1	2	3	4	5	Strongly Agree
30. I am proud of, and I share with others, the special characteristics and accomplishments of my own culture.	Strongly Disagree	1	2	3	4	5	Strongly Agree
31. My religious beliefs adversely affect the way I am viewed in GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
32. Women don't get the same opportunities for education and training that men do in GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
33. My work group contains members with widely varying cultural backgrounds.	Strongly Disagree	1	2	3	4	5	Strongly Agree
34. I frequently make an effort to get to know people from different cultures and groups as individuals.	Strongly Disagree	1	2	3	4	5	Strongly Agree
35. GDC acknowledges that members of any culture have a need to socialize with and reinforce one another and connect as a group.	Strongly Disagree	1	2	3	4	5	Strongly Agree
36. Women often lack the skills to be good managers.	Strongly Disagree	1	2	3	4	5	Strongly Agree
37. I have confidence and trust in my co-workers.	Strongly Disagree	1	2	3	4	5	Strongly Agree
38. My supervisor is biased on the basis of race.	Strongly Disagree	1	2	3	4	5	Strongly Agree
39. Differences in race, gender, and ethnicity have no effect on a person's promotions within the agency.	Strongly Disagree	1	2	3	4	5	Strongly Agree
40. I would feel comfortable working closely with a lesbian woman.	Strongly Disagree	1	2	3	4	5	Strongly Agree
41. The degree of respect I get from the people I work with depends on my doing my job well.	Strongly Disagree	1	2	3	4	5	Strongly Agree

42. My race adversely affects the way my performance is judged.	Strongly Disagree	1	2	3	4	5	Strongly Agree
43. My supervisor meets with me regularly to talk about how well I am doing.	Strongly Disagree	1	2	3	4	5	Strongly Agree
44. My supervisor encourages people to speak up when they disagree with a decision.	Strongly Disagree	1	2	3	4	5	Strongly Agree
45. My supervisor is biased on the basis of gender.	Strongly Disagree	1	2	3	4	5	Strongly Agree
46. I am usually able to attend training programs in which I am interested.	Strongly Disagree	1	2	3	4	5	Strongly Agree
47. GDC accepts and reinforces the fact that not everyone has to act or look a certain way to be successful in or valuable to the agency.	Strongly Disagree	1	2	3	4	5	Strongly Agree
48. Everybody in GDC is treated the same regardless of their race or gender.	Strongly Disagree	1	2	3	4	5	Strongly Agree
49. It is harder for members of minority groups to get into certain types of educational and training opportunities.	Strongly Disagree	1	2	3	4	5	Strongly Agree
50. Some minorities fare better than others in GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
51. If you live an alternative lifestyle of any kind, it is better to keep it to yourself in this agency.	Strongly Disagree	1	2	3	4	5	Strongly Agree
52. Differences are understood and well managed in GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
53. GDC is a good working environment for minorities.	Strongly Disagree	1	2	3	4	5	Strongly Agree
54. My supervisor is aware of my differences and attempts to relate to them.	Strongly Disagree	1	2	3	4	5	Strongly Agree
55. In order to get along in GDC I have to try to be like everyone else.	Strongly Disagree	1	2	3	4	5	Strongly Agree
56. Within GDC, racial differences are recognized and valued.	Strongly Disagree	1	2	3	4	5	Strongly Agree
57. To get ahead, female employees have to perform at a higher level than their male peers.	Strongly Disagree	1	2	3	4	5	Strongly Agree
58. Secretaries and clerks in GDC do not receive adequate job training.	Strongly Disagree	1	2	3	4	5	Strongly Agree
59. Older workers have equal opportunities for advancement in GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
60. Sexual harassment is not a problem within GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
61. A person's social and economic class do not affect how he or she is treated in GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
62. It is safe for me to discuss with my supervisor issues of racism, sexism, or other biases held by other employees.	Strongly Disagree	1	2	3	4	5	Strongly Agree
63. Members of racial minority groups are restricted to certain types of jobs in GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
64. I feel that GDC is making good progress in providing equal opportunity for all employees.	Strongly Disagree	1	2	3	4	5	Strongly Agree

65. Managers in GDC receive adequate training.	Strongly Disagree	1	2	3	4	5	Strongly Agree
66. Affirmative Action policies lead to hiring less qualified employees.	Strongly Disagree	1	2	3	4	5	Strongly Agree
67. GDC's sexual harassment training and policy directives have had a positive effect on my work environment.	Strongly Disagree	1	2	3	4	5	Strongly Agree
68. The contributions of younger or less experienced employees are recognized within GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
69. People with physical or other disabilities do not make good leaders.	Strongly Disagree	1	2	3	4	5	Strongly Agree
70. Managers in GDC receive adequate training.	Strongly Disagree	1	2	3	4	5	Strongly Agree
71. Differences in family make-up (i.e., two-parent, extended family, single parent, gay or lesbian) are acknowledged and addressed within GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
72. My supervisor does a good job of rating my performance.	Strongly Disagree	1	2	3	4	5	Strongly Agree
73. I consider myself to be successful here at GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
74. To be successful in my work, there are unwritten rules that I am expected to follow.	Strongly Disagree	1	2	3	4	5	Strongly Agree
75. Within GDC, differences in experience and perspective due to age are recognized and valued.	Strongly Disagree	1	2	3	4	5	Strongly Agree
76. I feel I'm really a part of my work group.	Strongly Disagree	1	2	3	4	5	Strongly Agree
77. Ethnic differences are recognized and valued within GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
78. In general, I like working here.	Strongly Disagree	1	2	3	4	5	Strongly Agree
79. People within GDC value the ways we are different because of where we grew up.	Strongly Disagree	1	2	3	4	5	Strongly Agree
80. Affirmative action and equal employment opportunity programs promote reverse discrimination, that is, discrimination against white males.	Strongly Disagree	1	2	3	4	5	Strongly Agree
81. Religious differences are honored within GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
82. The performance of women is not judged fairly in GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
83. I have seriously thought about leaving GDC.	Strongly Disagree	1	2	3	4	5	Strongly Agree
84. How often do you get a formal performance review about how you are doing on the job?	Never	1	2	3	4	5	Very Often
85. How useful is the formal performance review to you in doing your job?	Not Useful	1	2	3	4	5	Very Useful
86. How often do you get informal feedback about how you are doing on the job?	Never	1	2	3	4	5	Very Often

87. How useful is this informal feedback to you in the performance of your job?	Not Useful	1	2	3	4	5	Very Useful
88. Overall how would you rate your section or area within GDC as a place to work?	Poor	1	2	3	4	5	Excellent
89. I understand GDC's current priorities.	Not at All	1	2	3	4	5	Very Well
90. On my present job, this is how I feel about the chance to try some of my new ideas.	Very Dissatisfied	1	2	3	4	5	Very Satisfied
91. On my present job, this is how I feel about the way my supervisor and I understand each other.	Very Dissatisfied	1	2	3	4	5	Very Satisfied
92. How satisfied are you with your opportunity for growth and career development (i.e., training, work experiences, promotions)?	Very Dissatisfied	1	2	3	4	5	Very Satisfied
93. My supervisor helps me to develop the skills I need to meet career objectives within GDC?	Strongly Disagree	1	2	3	4	5	Strongly Agree
94. All things considered, how would you rate the openness of GDC management to employee suggestions and concerns?	Very Unresponsive	1	2	3	4	5	Very Responsive
95. How satisfied are you with the current procedures for promoting staff?	Very Dissatisfied	1	2	3	4	5	Very Satisfied
96. How often do you find out from your supervisor how well you are doing on your job?	Not Very Often	1	2	3	4	5	Very Often
97. How often do you find out from your co-workers how well you are doing on your job?	Not Very Often	1	2	3	4	5	Very Often
98. How satisfied are you with the chance you have to accomplish something worthwhile on your job?	Very Dissatisfied	1	2	3	4	5	Very Satisfied
99. How satisfied are you with the chance you have to learn new things?	Very Dissatisfied	1	2	3	4	5	Very Satisfied
100. How satisfied are you with the respect you receive from the people you work with?	Very Dissatisfied	1	2	3	4	5	Very Satisfied
101. In the past two years, how do you think promotions into supervisory positions have been balanced between males and females?	More to Males	1	2	3	4	5	More to Females
102. In the past two years, how do you think promotions into supervisory positions have been balanced between minorities and non-minorities?	More to Minorities	1	2	3	4	5	More to Non-Minorities
103. In the past two years, how do you think hiring into supervisory positions has been balanced between males and females?	More to Males	1	2	3	4	5	More to Females
104. In the past two years, how do you think hiring into supervisory positions has been balanced between minorities and non-minorities?	More to Minorities	1	2	3	4	5	More to Non-Minorities
105. How satisfied are you with the pay you receive?	Very Dissatisfied	1	2	3	4	5	Very Satisfied
106. How satisfied are you with the likelihood of receiving future increases in pay?	Very Dissatisfied	1	2	3	4	5	Very Satisfied
107. How would you rate the record of GDC in using the different talents of all its people?	Poor	1	2	3	4	5	Excellent

108. How would you rate the record of GDC in actively recruiting women?	Poor	1	2	3	4	5	Excellent
109. How would you rate the record of GDC in actively recruiting minorities?	Poor	1	2	3	4	5	Excellent
110. How would you rate the record of GDC in promoting minorities into managerial positions?	Poor	1	2	3	4	5	Excellent
111. How would you rate the record of GDC in promoting women into managerial positions?	Poor	1	2	3	4	5	Excellent

112. I consider myself to be a member of the majority culture in GDC.

- ① yes
- ② no

113. I consider myself to be a member of a minority culture in GDC.

- ① yes
- ② no

114. I prefer to work with: (choose one)

- ① women
- ② men
- ③ both women and men
- ④ either

115. I prefer to be supervised by: (Choose one)

- ① women
- ② men
- ③ both women and men
- ④ either

116. I prefer to work with: (Choose one)

- ① members of my own race
- ② members of another race
- ③ members of any race

117. I prefer to be supervised by: (Choose one)

- ① members of my own race
- ② members of another race
- ③ members of any race

118. If I am sexually harassed while working at GDC, I feel comfortable to: (Check all that apply).

- ① tell the offending individual that specific behaviors are unwelcome
- ② document incidents of the offending behavior
- ③ discuss the incident with an EEO counselor
- ④ request an informal hearing about the incident
- ⑤ discuss the incident with my manager or my Deputy Commissioner
- ⑥ file an internal complaint (with the Department)
- ⑦ take legal action
- ⑧ do nothing

Please take a few more minutes and tell us something about yourself. When your responses are combined with those of the thousands of other GDC staff who are completing this survey, we will then know something of the characteristics of employees who responded.

119. How would you identify yourself ethnically/racially? Please identify your heritage as specifically as possible.

- ① Hispanic
- ② White, Non-Hispanic
- ③ Native American
- ④ African-American
- ⑤ Asian/Pacific Islander
- ⑥ Other, Please Specify: _____

120. Are you ① Female or ② Male?

121. What is your marital status?

- ① Married
- ② Widowed
- ③ Divorced
- ④ Single
- ⑤ Have significant other

122. What was your age on your last birthday?

- ① Under 20
- ② 21 - 25 years
- ③ 26 - 30 years
- ④ 31 - 35 years
- ⑤ 36 - 40 years
- ⑥ 41 - 45 years
- ⑦ 46 - 55 years
- ⑧ 56 years or older

123. Are you a person with a disability?

- ① Yes, I am. I have told my employer about my disability.
- ② Yes, I am. I have not told my employer about my disability.
- ③ No, I do not have a disability.

124. How long have you been with GDC? ____ years ____ months

125. Which of the following best describes your level of education when you joined GDC?
- ① Some high school completed ⑤ High School graduate or GED
- ② Some college, vocational, or training beyond high school ⑥ Associate's degree
- ③ Bachelor's degree ⑦ Master's degree
- ④ Doctorate or professional degree ⑧ All But Dissertation
126. Have you continued or completed any educational degree programs since joining GDC?
- ① yes
- ② no
127. Have you attended any in-service training programs since joining GDC other than orientation, BPOT, or BCOT?
- ① yes
- ② no
128. Have you attended any external training programs since joining GDC?
- ① yes
- ② no
129. In what geographic area is your work location? See attached map and enter a number.
130. Please indicate the Division where you work:
- ① Commissioner's Office ⑥ Community Corrections Division
- ② Executive Operations ⑦ Operations Division
- ③ Information and Policy Development ⑧ Business and Support Services Division
- ④ Legal Services ⑨ Correctional Industries
- ⑤ Budget
131. Please indicate the type of setting in which you work:
- ① Central Office ⑤ Prison
- ② Probation Office ⑥ Center
- ③ Regional Office ⑦ Correctional Industries
- ④ Other Office

132. Is your present position:
- ① Administration (e.g., Commissioner through Regional Directors, Wardens, Assistant Wardens)
 - ② Management (e.g., Probation Chiefs, Section Directors)
 - ③ Programs
 - ④ Security
 - ⑤ Secretarial/Clerical
 - ⑥ Maintenance
 - ⑦ Food and Farm Services
 - ⑧ Medical
 - ⑨ Probation Officers (including Surveillance Officers)
 - ⑩ Other Support (e.g., other Central Office staff)

133. Do you supervise other staff?

- ① yes
- ② no

134. Do you consider yourself the sole financial support of your household?

- ① yes
- ② no

135. How many children do you have in the following age categories? (Fill in the number per category).

- | | |
|---|---|
| <input type="checkbox"/> I have no children | <input type="checkbox"/> 7 - 11 years of age |
| <input type="checkbox"/> Newborn - 3 years of age | <input type="checkbox"/> 12 - 18 years of age |
| <input type="checkbox"/> 4 - 6 years of age | <input type="checkbox"/> 19 or over |

Appendix 3

References

References

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Appendix 4

Sample List of Surveys of Diversity.
Corporate Culture and Corporate Climate

Sample List of Surveys of Diversity,
Corporate Culture and Corporate Climate

- Administration Guide for the Group Participation Analysis.* (1987). Jacksonville Beach, FL: Talico, Inc.
- Administration Guide for the Organization Change Inventory.* (1987). Jacksonville Beach, FL: Talico, Inc.
- Administration Guide for the Participative Climate Diagnosis.* (1987). Jacksonville Beach, FL: Talico, Inc.
- Administration Guide for the Survey of Organizational Effectiveness.* (1987). Jacksonville Beach, FL: Talico, Inc.
- Administration Guide for the Team Communication Analysis.* (1987). Jacksonville Beach, FL: Talico, Inc.
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Appendix 5

Focused Interview Group Protocol

Focused Interview Group Protocol

Goal of interviews: To explore employee perceptions concerning GDC as a working environment, especially for minority groups

Introduction: Welcome and purpose
Oral statement of confidentiality
Obtain permission to record session
Obtain permission to share recording with pertinent parties
Set ground rules
Discuss expectations
Introductions

Define terms - Culture and Diversity (see Appendix 7)
Brainstorm ways we can be different - board responses

Interview Protocol:

1. What kind of working environment is GDC? Probe for detailed responses.
2. Is GDC a good working environment for minorities or individuals who are not members of the Euro-American male or dominant culture group?
 - Explore what participants perceive to be the dominant culture if different from Euro-American male.
 - Probe for 'critical incidents' or examples which illustrate "how it is'.
3. How well is GDC doing in valuing and utilizing the different talents of all its employees?
Explain.
4. What is GDC doing to address the issue of diversity in its workforce?

5. Do you think that minorities, women, gays/lesbians/bisexuals, disabled, etc. have particular needs as GDC employees?

What needs? (address as many groups as possible, refer to list of differences)

Are those needs currently being met by GDC?

How?

If not, why?
6. Is there anything which keeps you or others from contributing all that you can in your job?

What are some of these things?
7. Are there unwritten rules that you are expected to follow in order to be successful at GDC?

What are some of these rules?
8. Describe how GDC is doing at recognizing that members of minority groups want and need to have opportunities to meet, congregate and socialize with each other for support?

Give examples.
9. How would you rate the training at GDC with regard to addressing differences among employees? (Rate on a scale of 1-10, with 1 being the lowest.)

Why?

What issues/difficulties have you noted?
10. What are the training needs or concerns you feel need to be addressed with regard to diversity issues?

Appendix 6

GDC Training Curriculum Evaluation Checklist

GDC TRAINING CURRICULUM EVALUATION CHECKLIST

1. Materials reflect respect and acceptance for or in some way allow for diversity. • Yes ___ No ___ Comments _____

2. Language is inclusive as opposed to exclusive. Yes ___ No ___ Comments _____

3. Humor used in materials is free of bias. Yes ___ No ___ Comments _____

4. Examples reflect a range of possible differences. Yes ___ No ___ Comments _____

5. Photographs and videos reflect a range of cultural categories (scenes depict persons of color, women, physically disabled, etc.) Yes ___ No ___ Comments _____

6. In the development of lesson plans a variety of formats is used (audio visuals, role plays, critical incidents, case studies, etc.) so that all participants have an opportunity to “get it” no matter what their learning style. Yes ___ No ___ Comments _____

7. Lesson plans provide pacing of classroom activities which allows for the needs of diverse groups (i.e., ample time for questions and reteaching if necessary). Yes ___ No ___ Comments _____

8. Materials utilize and present information in clear, easy to read, language. Yes ___ No ___ Comments _____

9. **Class** topics/exercises incorporate examples from diverse groups. Yes ___ No ___ Comments _____

10. Frequent checkpoints are established to make certain participants are understanding the material. Yes ___ No ___ Comments _____

• **Notes:** Consider the **Primary Dimensions of Diversity:** Age, ethnicity, gender, physical abilities/qualities, race, and sexual/affective orientation; and the **Secondary Dimensions of Diversity:** educational background, geographic location, income, marital status, military experience, parental status, religious beliefs, and work experience.

Appendix 7

Operational Definitions

OPERATIONAL DEFINITIONS

Diversity	Our otherness or those human qualities which make us different. Primary dimensions of diversity include age, ethnicity, gender, physical abilities/qualities, race and sexual/affectional orientation. They shape our self-image and our world view. Secondary dimensions can change and include education, geography, income, marital status, military experience, parental status, religious beliefs, and work experience.
Culture	A network of shared understandings, norms, and values that are taken for granted and that lie beneath the surface and determine how we view and practice life. Culture tells us how “we” are and what attitudes to have about “them”, the people who are different from us. Culture tells us how we should do things and what should be important. Our culture is communicated and affirmed through language, gestures, symbols, myths, rites and rituals.
Majority Culture	This group exerts the greatest influence, occupies powerful decision-making positions, and determines life chances of other groups. The official agents of society generally represent this group’s views.
Minority Culture	These groups are underrepresented in decision-making bodies. Culture is transmitted through family and group members and not by official agents of society. These groups are treated differently because of shared physical, social, or cultural characteristics.
Ethnic Group	Members consider themselves to be alike because of common ancestry or history.
Race	A cultural classifications of populations, using actual or assumed genetic traits to classify populations of the world.
Disability	The <i>Americans with Disabilities Act (ADA)</i> defines disabilities as including, but not limited to, alcoholism, blindness, deafness, heart disease, multiple sclerosis, mental or emotional illness, orthopedic impairments, learning disabilities, and speech impairments.

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