Municipal Technical Advisory Service
INSTITUTE FOR PUBLIC SERVICE

Informed Consent-Updated

MTAS needs your help in completing a survey to determine how Tennessee cities and local government municipalities can best prepare to serve increasingly diverse residents. For the purposes of this survey, diversity refers to *age, disability, economic/income status, education level, language, national origin, race, religion, sex/gender,* and *sexual orientation*.

The survey is anonymous and confidential--no personally identifiable data is being collected. Responses to open ended questions will be compiled and only reported as patterns emerge with no identifying personal information included.

Your voluntary participation in this web-based survey should take less than 15 minutes. Please answer the survey questions based on the municipality in which you are currently employed.

Aggregate results from this survey will be used for information gathering only and to better serve diverse Tennessee residents. Results of this survey will be available to all respondents and may be used in future publications and presentations.

Thank you in advance for sharing your time and contributing to this project. If you have any concerns or questions regarding your participation in this research, please contact **mtasresearch@utk.edu.**

By advancing to the next page and answering questions, you are indicating your consent to participate in the survey.

City/Municipal Information

Would you consider your jurisdiction to be *primarily*:

○ Rural

○ Mixed Rural/Suburban

○ Suburban

○ Mixed Suburban/Urban

○ Urban

Please indicate the size of the municipal population:

○ more than 100,000 people

○ 15,000-99,999 people

○ 8,000-14,999 people

○ 4,000-7,999 people

○ 2,000-3,999 people

○ less than 2,000 people

In which region of Tennessee is your jurisdiction located?

○ West Tennessee

○ Middle Tennessee

○ East Tennessee

Please indicate the form of municipal government in which you are employed:

○ Weak-Mayor

○ Strong-Mayor

○ Council/Manager

○ Council/Administrator

○ Metropolitan

○ Do not know

What is your role in the municipal government?

○ Mayor

○ City Manager/Administrator

○ Director/Department Head/Other Manager

○ Council Member

○ Other Elected Official

○ Human Resources Professional

○ Non-Managerial Staff

Please indicate the number of staff in the municipal government.

- ○ 0-9 employees
- ○ 10-29 employees
- ○ 30-49 employees
- ○ 50-99 employees
- ○ 100-299 employees
- ○ 300-499 employees
- ○ 500-999 employees
- ○ 1,000 or more employees

CURRENT DIVERSITY PRACTICES WITHIN MUNICIPALITY/CITY GOVERNMENT

As part of their full or part-time duties, does the municipality have designated staff responsible for diversity related programming or services?

- ○ Yes; If so, please indicate the number of staff members responsible for diversity programs or services: [   ]
- ○ No
- ○ Not sure

Which of the following departments or agencies provide diversity training or resources to municipal employees? (CHECK ALL THAT APPLY)

- ☐ Internal human resources
- ☐ Other internal employees
- ☐ Outside agency
- ☐ MTAS
- ☐ Not applicable
- ☐ Not sure

Please indicate whether each of the following groups have the opportunity to participate in diversity training, and if so, whether the training is voluntary or mandatory.

	No Diversity Training Available	Voluntary Diversity Training	Mandatory Diversity Training
Top-Level Municipal Officials and Administrators	O	O	O
Directors/Department Heads/Other Managers	O	O	O
Non-Managerial Staff	O	O	O

Please indicate how often **diversity training** occurs for the following groups.

	Twice a Year	Every Year	Every 2 Years	Every 3-5 Years	Every 5+ Years	Not Sure/Not Applicable
Top-level municipal officials and administrators participate in diversity training...	O	O	O	O	O	O
Directors/department heads/other managers participate in diversity training...	O	O	O	O	O	O
Non-managerial staff participate in diversity training...	O	O	O	O	O	O

If diversity training is available in the municipality, which of the following categories are covered? (CHECK ALL THAT APPLY)

- ☐ Age
- ☐ Disability
- ☐ Economic/Income Status
- ☐ Education Level
- ☐ Language
- ☐ National Origin
- ☐ Race
- ☐ Religion
- ☐ Sex/gender
- ☐ Sexual Orientation
- ☐ Not Sure

☐ Not Applicable

☐ Other Not Listed:

[   ]

Please indicate your level of agreement or disagreement with the following statements related to *service delivery* for diverse population groups in the municipal service area.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Str A
Resident information materials are available in languages, other than English, that are spoken by significant numbers of community residents.	O	O	O	O	
Prompt action is taken when negative feedback is received from diverse population groups.	O	O	O	O	
Activities to recognize diverse heritages are promoted in the municipality.	O	O	O	O	
Public relations efforts are made to reach minorities and diverse populations.	O	O	O	O	
Information on diversity-related needs of the municipality is routinely gathered.	O	O	O	O	
Changes to municipal services are routinely implemented to better meet the needs and expectations of diverse residents.	O	O	O	O	
The municipality actively plans appropriate service delivery for current and projected diverse groups in the service/geographic area.	O	O	O	O	

Please list any additional examples **(not included above)** that reflect **current** service delivery to diverse residents in the municipal service area.

[   ]

If the municipality measures the impact of its diversity practices, which of the following measures are used? (CHECK ALL THAT APPLY)

☐ Employee surveys related to diversity practices

☐ Evaluation of employees' understanding of diversity in the community

☐ Number of complaints and litigation related to discrimination or harassment issues

☐ Resident surveys that address satisfaction with services to diverse groups

☐ Other (please specify):

[   ]

☐ None of the above

If resident satisfaction surveys are used, indicate the level of agreement or disagreement with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Str A
Resident satisfaction is routinely evaluated and compared among all diverse resident groups served.	○	○	○	○	
Results of resident satisfaction surveys are communicated to employees.	○	○	○	○	

FUTURE NEEDS FOR IMPROVING SERVICE DELIVERY TO DIVERSE TN CONSTITUENTS

Based on future service needs, please indicate which of the following diversity categories you think the municipality should focus on in the **future**. (CHECK ALL THAT APPLY)

☐ Age

☐ Disability

☐ Economic/Income Status

☐ Education Level

☐ Language

☐ National Origin

☐ Race

☐ Religion

☐ Sex/Gender

☐ Sexual Orientation

☐ Other Not Listed:

[   ]

Please indicate your level of preference for **EACH** of the following *training opportunities* that would most benefit the municipality, its employees, and residents (CHECK ALL THAT APPLY).

	Not Beneficial	Somewhat Beneficial	Beneficial
Online/webinar delivery of diversity related content and training to prepare employees for diverse resident interaction	☐	☐	☐
In-person group training for employees by an outside diversity trainer/consultant	☐	☐	☐
Individual diversity coaching with municipal leaders and employees	☐	☐	☐
Small group coaching with municipal leaders and employees	☐	☐	☐
Annual professional development day addressing diversity topics	☐	☐	☐
Increased frequency and/or expansion of diversity training	☐	☐	☐
Other not listed [ ]	☐	☐	☐

Please indicate your level of preference for **EACH** of the following *resources* that would most benefit the municipality, its employees, and residents. (CHECK ALL THAT APPLY)

	Not Beneficial	Somewhat Beneficial	Beneficial

Materials that address specific diversity topics relevant to the municipality	☐	☐	☐
Demographic population profile of municipality	☐	☐	☐
Handbook or resource manual outlining diversity best practices	☐	☐	☐
Informational videos outlining diversity best practices	☐	☐	☐
Toolkit for diversity and inclusion implementation practices	☐	☐	☐
Designated committee or task force to assist municipalities with diversity education and initiatives	☐	☐	☐
Diversity resources available through a central online repository	☐	☐	☐
Other not listed	☐	☐	☐

Please provide any additional comments on ways diversity training, programs, or resources may be enhanced within the municipal government in order to provide effective service delivery to local residents:

Respondent Demographic Information

What is your gender?

○ Male

○ Female

○ Female

What is your age group?

○ 24 & under

○ 25-34

○ 35-44

○ 45-54

○ 55-64

○ 65-74

○ 75 & over

What is your highest level of education completed?

○ Some high school

○ High school graduate or equivalency

○ Some college, no degree

○ Associate's degree, occupational

○ Associate's degree, academic

○ Bachelor's degree

○ Master's degree

○ Doctoral degree/J.D./M.D.

Which of the following racial classifications best describes you?

○ White/Caucasian

○ Black or African American

○ American Indian or Alaska Native

○ Asian

○ Native Hawaiian or Pacific Islander

○ Some other race

○ Two or more races

Would you describe yourself as Hispanic, Latino/a, or Spanish?

○ No, not of Hispanic, Latino, or Spanish origin

○ Yes, of Hispanic, Latino, or Spanish origin

Municipal Technical Advisory Service
INSTITUTE FOR PUBLIC SERVICE

Powered by Qualtrics