

Diversity, Equity & Inclusion (DEI) Survey Results 2024

We have invested in DEI-related employee surveys since 2021 because we want our employees to feel comfortable bringing their authentic selves to work and feel engaged, heard, and cared about. But don't just take it from us. Here's what our employees said in Spring 2024.

Compare

The same questions from our 2021 survey were asked in our 2024 survey so we could effectively compare our results year over year.

Engage

About 30% of employees from across the organization completed the survey in February 2024. Multiple successful strategies were used to ensure this high level of engagement.

Identify

In reviewing survey results, our team are identifying successes, noteworthy trends, and areas to focus on. The Arc's leadership and DEI Advisory Committee analyze the data, looking for any important over/under-representations, evidence that strategies implemented over the last three years have worked, and ideas for innovation and improvement going forward.

Plan

Our data-based goals for DEI include planning and implementing changes at The Arc that will raise even more survey results above the 85% threshold by 2027. The DEI Committee will make recommendations to the Executive Leadership and start important conversations and/or workgroups about how best to improve our organizational culture and, therefore, our survey results.

94% of employees agree their work environment is accessible.

90% understand why The Arc values DEI

88% say their work environment is friendly

87% of respondents believe The Arc is inclusive of people with diverse identities and backgrounds other than people with disabilities

86% feel satisfied working at The Arc, all things considered. Communications support DEI

86% feel The Arc's internal communications support a diverse, equitable, and inclusive workplace

86% have not experienced microaggressions in the last 12 months Policies support a positive work environment

Quick Wins for DEI at The Arc

Over the next three years, our DEI Advisory Committee and Executive Leadership will be focusing on ways to improve these survey scores which are just shy of our 85% goal. These are some “quick wins” that will dramatically improve our employees’ experiences at The Arc.

84%

feel respected by the people The Arc serves

82%

say The Arc shows commitment to DEI through actions, policies, and programs

82%

think the ELT demonstrates commitment to DEI

82%

feel comfortable speaking up if I experience/witness a workplace concern

82%

say their work environment is non-ageist

82%

have access to information and resources to do my job

81%

feel comfortable bringing my authentic self to work

81%

say the employees I work with treat each other with respect

80%

say their work environment is anti-racist

80%

believe their work environment is collaborative

Digging in Deeper

We are confident we can make important changes to improve the numbers below because of just how many employees responded to these questions with “neutral.” For example, while only 57% of employees agreed/strongly agreed about promotions decisions being fair, when including the employees who responded with “neutral,” that data point jumps to 88%—a very healthy score. In fact, all the metrics below are between 81-91% when including neutral responses. We plan to shift employees’ responses away from neutral by educating employees, being more transparent about the “why” behind decisions, implementing new policies and best practices, and ensuring there aren’t any inequities in our processes we have missed. These improvements have already begun!

79%

feel like they fully belong at The Arc

77%

feel executive leadership communicates their decisions effectively

77%

say they trust their manager

77%

believe work-life balance is practiced

72%

say they trust their coworkers to complete their work

67%

feel comfortable telling People & Culture if they have a concern about DEI at The Arc

65%

receive regular and accurate feedback about my performance from my manager

64%

say compensation is fairly and equitably determined within my organization

57%

believe promotion decisions are fairly and equitably determined

The Arc’s Ongoing Commitment

At The Arc, innovation and improvement are constants. DEI work is a thread through everything we do at The Arc, and these DEI survey results provide vital information to support us in better adapting our practices and policies to meet our employees’ needs and improve their experiences. Our existing DEI Roadmap has already created improvements and continues to do so thanks to the new information from their survey and the guidance of The Arc’s DEI Advisory Committee.