

# **Feasibility Analysis of Improving Inclusiveness Environment in UBC international Navigator Club**

For

Intended UBC International Navigator club members

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**Letter of Transmission**

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March 14<sup>th</sup>, 2022

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Dear Mrs. Weidman:

Here is my report, Feasibility Analysis of Fostering an Inclusive Environment in the UBC International Navigators Club. In preparing this report, I have learned a great deal about the importance of having a positive and diverse environment and I believe my information will help other club members as well. Thank you for being always encouraging throughout the whole process of this report.

After collecting the survey from the intended International Navigator Club members, I have concluded that the issue of exclusiveness in the fellowship is not a major problem. A majority of members seem to have a positive attitude towards the present environment within the club. However, a more inclusive environment can be pursued, especially for the sake of a few members who feel dissatisfied with the inclusiveness of fellowship. I have included the data I collected regarding inclusivity in the fellowship, along with recommendations that I believe would work best to foster more inclusiveness in the community.

Creating an inclusive environment is challenging especially in a group setting, but I believe it would be beneficial to address this issue. In fact, it is an excellent practice for student leaders and club members in the UBC International Navigator Club, specifically for students who wish to become a CEO, managers of the company. I believe that knowing the benefits of and means to having a diverse and friendly environment will help them succeed in their workplace.

I am happy to work on this project. If you have any questions about this project or anything else, please feel free to get in touch with me. I am very much looking forward to working on this. Please email me at [lovepassionlife06182gmail.com](mailto:lovepassionlife06182gmail.com) anytime.

Sincerely,

A handwritten signature in black ink, appearing to read "Christine Hsiao", followed by a small dash.

Christine Hsiao

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## **Abstract**

International Navigator Club aims for a positive and diverse environment. However, the International Navigator Club recently observed people from similar backgrounds forming cliques, resulting in an “exclusive” environment, possibly making some members who have different backgrounds feel alienated. Therefore, to have a feasible solution to improve an inclusive environment within the international Navigator Club, we used a survey to investigate the current members' experience in the club.

The result of the survey shows that cliques is not a significant problem that majority of the club member are satisfy the positive environment is created. However, there is room for improvement in responding to the minority of people’s responds.

The findings suggest that any school club (ex. International Navigator Club) committed to fostering a positive and diverse environment should follow these recommendations:

- Training or developing inclusive leaders
- Promoting inclusiveness in a group setting
- Providing opportunity for more open feedback and actively responding to feedback

## Introduction

The International Navigators fellowship assembles international students and Canadian students who are believers in Jesus Christ. International Navigator has always been eager to create an inclusive environment with diverse people, while acknowledging that we have different cultural backgrounds, fields of study, and mother tongues. An inclusive culture with “respect, effective relationships, clear communication, and explicit understandings” (“Culturally inclusive environment”). Many school websites and workplaces has mentions creating the inclusive cultural eventually will increased their joyfulness, effectiveness, etc in the community.

Start of winter 2021/2022, we found that there is a pattern of people with similar backgrounds in the fellowship forming smaller, more exclusive groups or “cliques”, leading to some individuals feeling excluded from club activities, conversations, and gatherings due to their different backgrounds. Individuals from a different background or who speak different languages may find it difficult to engage fully with other members due to these issues.

Based on the survey within International Navigator, this report assessed whether this issue has been significant enough to affect the overall culture of Navigator. Besides, developing a feasible way to create a socially diverse and inclusive culture and possibly raising the awareness of keeping the environment positive, safe and friendly to everyone is what this report aims for.

People who are interested in practicing inclusive can try to answer the following basic questions:

- What is an ideal inclusive environment?
- How to make the community culture more respectful, positive, and diverse?
- Why is an inclusive environment important?

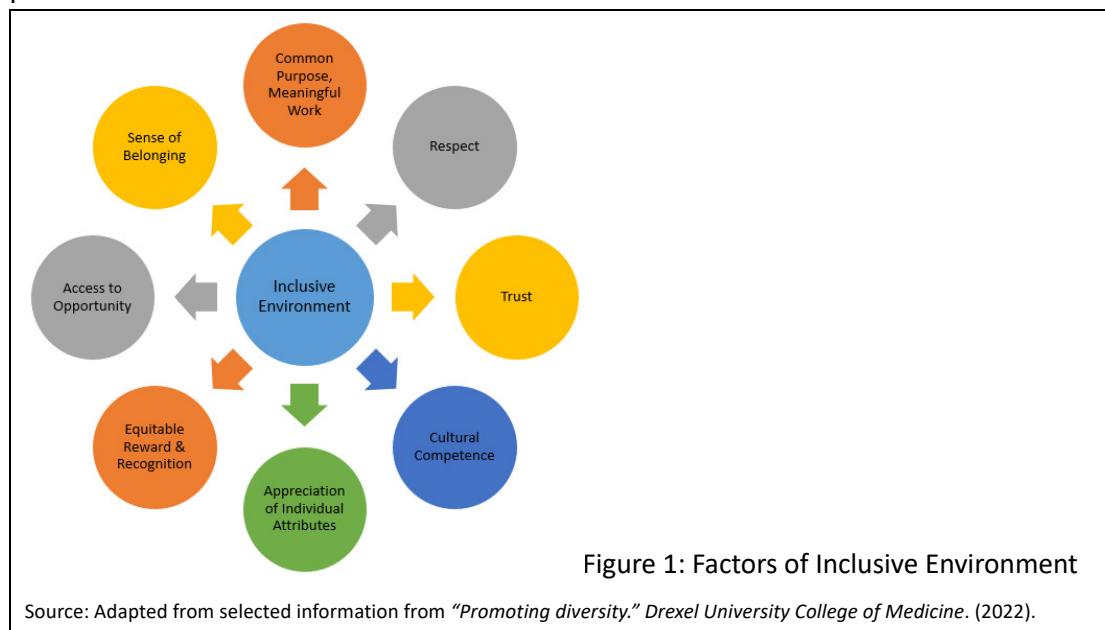
The analyzed information gathered from professionals, survey, and others experiences in this report will help answering these questions.

## Data Section

### KEY FACTORS OF BUILDING AN INCLUSIVE ENVIRONMENT

Before building an inclusive environment, you may want to know some essential factors that are important and related to the community we want for today.

Figure 1 shows the possible factors that contribute to an inclusive environment. There are a few key factors that we will be addressing in the later section of this report that I think are important for the International Navigator club based on the problem mentioned.



### ACCESS TO OPPORTUNITY & RESOURCES

It is crucial for an individual in the community to be able to access opportunities and resources, such as connecting with other members of the club, accessing support and advice when needed, and being able to voice opinions and provide feedback on how the fellowship is being run. Being able to reach out for these opportunities and resources can not only benefit people in a club setting but also provide a sense of belonging; a feeling of being a valued member of the community.

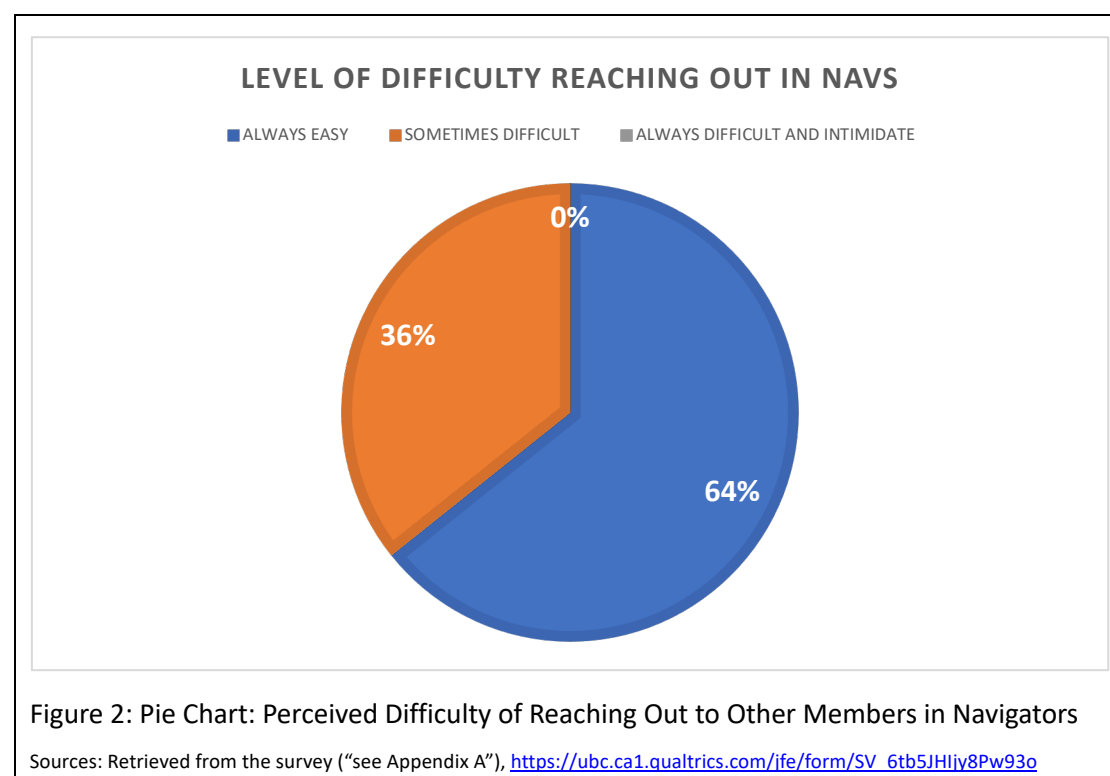
The pie chart in Figure 2 illustrates International Navigators members' thoughts about the difficulty of reaching out and connecting with others in the club. 64% of the participants think it is always easy to reach out to other members in the club, while 36% of participants think it is sometimes difficult.

The pie chart in Figure 3 illustrates the proportion of people who reported feeling

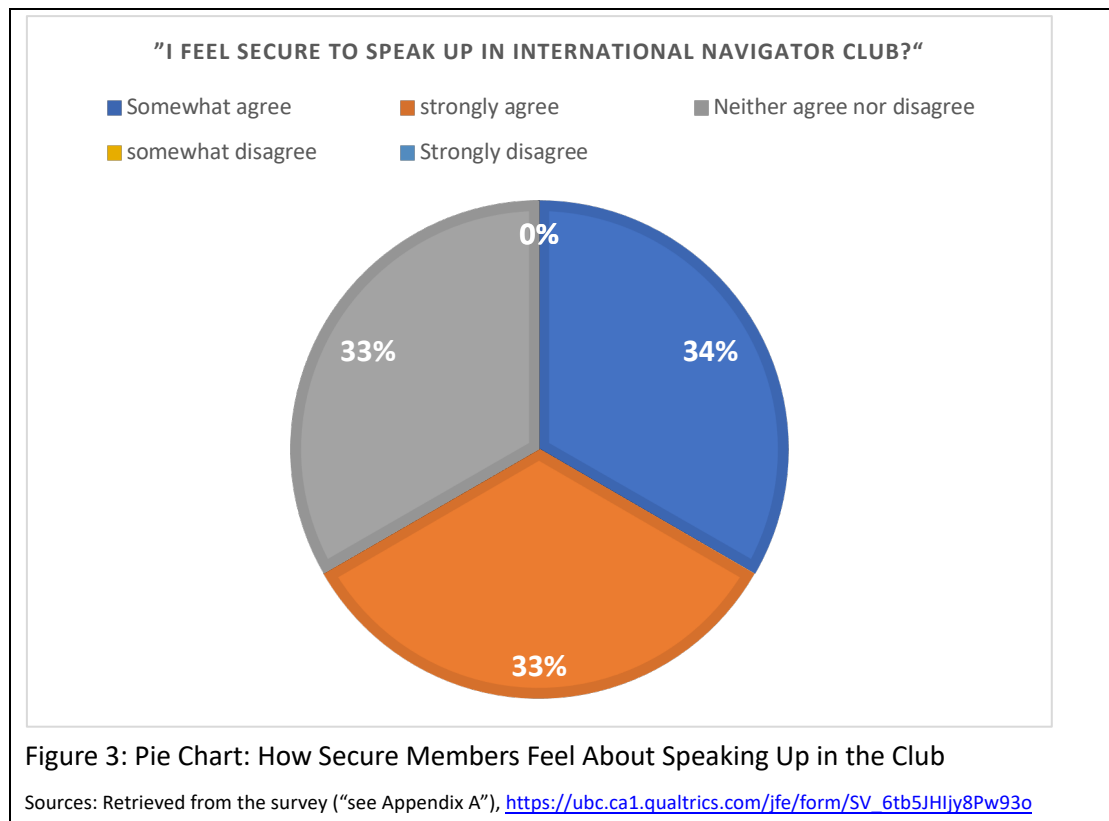
secure about speaking up within the context of the fellowship. From the distribution pie chart that there are no participants chose “somewhat disagree” and “strongly disagree”. This finding shows that majority of people are confident and secure to speak up in International Navigators Club.

In general, the results from the survey shows that most members are comfortable to speak up in the club but lack of opportunity to provide feedback because they struggle to reach out to others. Individuals who reported having the most difficulty reaching out to others also tended to report low levels of attendance at weekly Tuesday meetings, so irregular attendance may be associated with difficulty in connecting with other members of the club.

Giving more opportunities to speak up could remind people to be more mindful of cliques, cultural and language barriers. Opportunities for members to provide feedback and have open discussions may be a good practice to improve the inclusive culture. Sherf, Tangirala, and Venkataramani's recent articles about improving organizational effectiveness state that voicing upward can improve work effectiveness and efficiency by "giving people opportunity to express ideas, concerns and perspectives with authenticity and without fear of social or workplace consequences (Wong)."



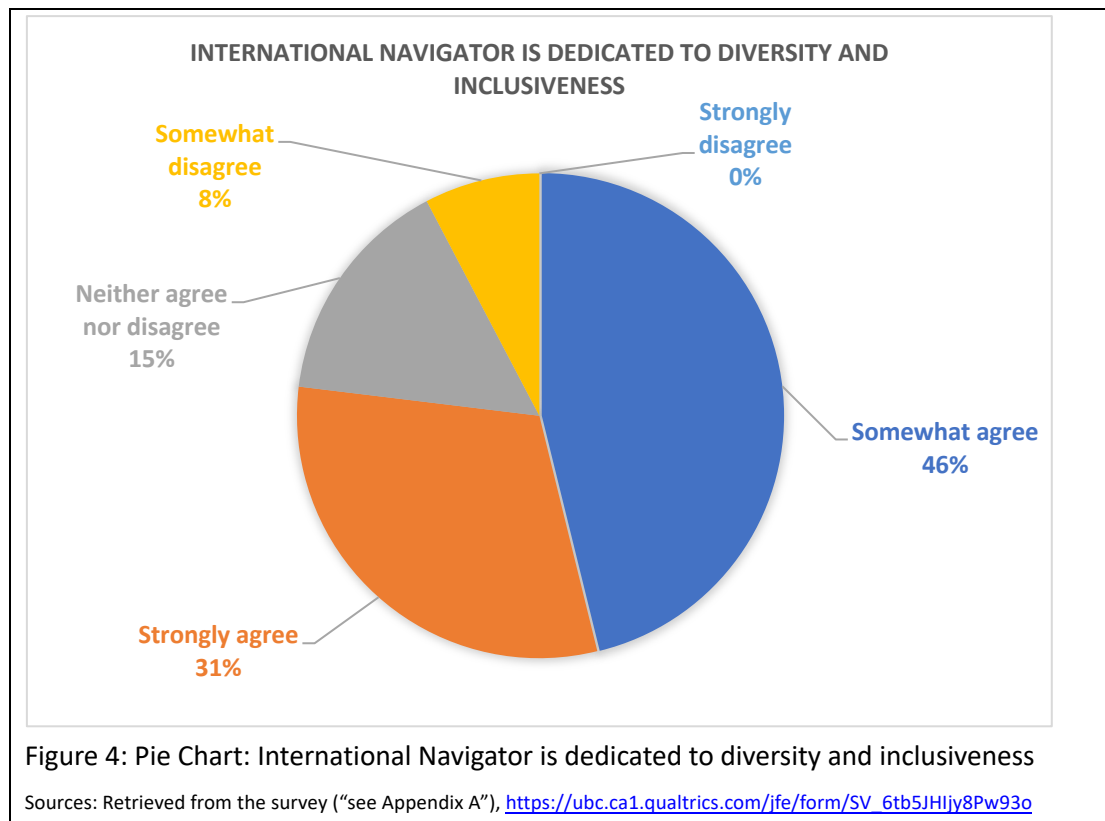




## MINDFULNESS

The definition of mindfulness is "with awareness, individuals are able to challenge their own beliefs to root out attachments, defenses and judgments (Hust).

Figure 4 shows that most students positively regard the inclusiveness of the fellowship, while a minority of students disagree. This shows that there is a small number of students who are feeling disconnected and dissatisfied with the state of the fellowship, while the majority of students are unaware of these issues. I believe that part of the solution lies in bringing awareness to the majority of club members of the cultural and language barriers within the community and engaging them in efforts to bridge those barriers.



### Advantages of Diversity and Inclusion

The definition of diversity in the organization is "the practice or quality of including or involving people from different social and ethnic backgrounds and of different genders, sexual orientations, etc."

HULT international business school suggested that there will be more personal and professional development opportunities within a diverse and inclusive environment. Having more opportunities to gain essential life skills and professional development is essential for the international Navigator Club to grow and expand. This is recorded as one of the top reasons university students join university clubs (Study and Go Abroad). Moreover, In the diverse and inclusive atmosphere, people may feel equally involved and supported, which is an excellent place to earn friendship out of faculty or major and a good place to gain skills (Study and Go Abroad).

It is important to acknowledge the benefit of a more diverse and inclusion atmosphere so people will be more likely to create the inclusive environment.

### Limitation of the survey

There are some limitations of the survey follow below:

- Members may not be fully honest and transparent.

- The survey may be too formal
- Low response size (n=15)
- Specific questions with not open-ended survey

Members may not be fully honest and transparent.

Because this survey data was collected within the International Navigator internal messenger that most of them are close friend to each other, it may be difficult for them to report something negative.

The survey may be too formal

Some people may not use to complete the survey online yet may prefer to voice complaints privately and verbally.

Low responds size

The size of the International Navigator Club is approximately 50 people. However, only 15 people completed the survey, which means only 30% of people contributed. Low responds size could sometimes be biased especially the people who complete the survey are most likely in the friend group.

More Specific questions with not open-ended survey

The open-ended survey provides the opportunity for people to provide more detail answer. However, due to the fact knowing most University students does not have time to answer the open-ended survey, this survey is more focus on specific multiple-choice questions.

## **Conclusion**

### **Summary of Findings**

Most people are satisfied with the current atmosphere created by the International Navigator club. The survey result shows that most members are confident to speak up and reach out to others, yet the minority members are not.

Diversity and inclusive environment can be beneficial to the organization or workplace that has been mentioned in many of the business articles and blog. Inclusive environment can not only help building relationship as well as self-developing.

Furthermore, there are some limitations for the findings which includes: low in response, question design, members being transparent and dishonest.

### **Interpretation of Findings**

Even though the cliques constantly observed in every Tuesday general meeting does not seems to be significant enough to create an exclusive environment, it is important to acknowledge the minority of people who has low attendance on Tuesday general meeting finds difficult to reach out to others in the club.

### **Recommendations**

In response to the findings, if you are interested in helping International Navigator to build a more inclusive environment, you may want to consider these suggestions:

1. Educating the International Navigator executives to be inclusive leaders
  - a. Responsibility of the inclusive leaders in International Navigator may want to include:
    - Reaching out to the group members
    - Make it easy for team members to participate in the club. For instance, using vote function instead of just simply asking questions in the group chat
    - Have a monthly general meeting to discuss the feedback from intended members if there is anything that can be improved
    - Facilitate ongoing feedback
2. Promoting the importance of an inclusive environment in the group setting
3. Providing more opportunity for feedback and open discussions on inclusivity, including actively receiving and responding to members'

feedback

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## Appendix A: Survey Questions

### Introduction:

I am an undergraduate student at UBC engaged in ENGL 301 technical writing project. The purpose of this survey is to collect the primary data from an analysis and investigation that aims to provide recommendation for improving your experience in UBC international Navigator club. The final formal report will serve the ultimate purpose of providing recommendations for improving the more culturally diversity and inclusive culture. The survey contains 11 multiple choice questions and one open feedback, and it should only take you about 5 minutes. Your response will be anonymous and voluntary. I will be appreciating for your participation in my survey, Thank you.

1. **How long have you been involved in the Navigator** (less than one semester/ < 1 year/ > 1 year)?
2. **How often do you come to the general meeting on Tuesday**, rank 1-5?
3. **How is your overall experience in international Navigator club**, rank 1-5?
4. **Reaching out to people in Navigator is:** (Always easy/sometimes difficult/ always difficult and intimidate)?
5. **Are you in the international Navigator Group Chat**, Yes/No?
6. **How would you rank the atmosphere in Navigator**, rank 1-5?
7. **Do you find using social media to connect difficult for you**, rank 1-5?
8. **Do you agree it is important to have an inclusive environment in an organization such as International Navigator Club** (strongly disagree/ disagree/ neutral/ agree/ strongly agree)?
9. **International Navigator Club is dedicated to diversity and inclusiveness** (strongly disagree/ somewhat disagree/ neither agree nor disagree/ somewhat agree/ strongly agree)?
10. **I am satisfied with the culture of international navigator club** (strongly disagree, somewhat disagree, neither agree nor disagree, somewhat agree, strongly agree)?
11. **I feel secure to speak out in international Navigator Club** (strongly disagree, somewhat disagree, neither agree nor disagree, somewhat agree, strongly agree)?
12. **Open feedback section:** Feel free to draw down anything that you think could possibly help to improve the inclusiveness environment in International Navigator club.

