Workplace Experiences Survey 2014

Early Insights

Town Hall Presentation
Okanagan Campus
The third Workplace Experiences Survey was conducted in November 2014

The survey is intended to:

- Give faculty and staff the opportunity to provide quantitative and qualitative feedback about all aspects of their workplace experience
- Compare 2014 results to the WES conducted in 2011
- Compare 2014 results to other relevant benchmarks
- Identify trends, areas of strength and areas of opportunity for UBC staff and faculty as well as individual faculties/departments and employee groups
Reflecting on 2011
UBCO ACTION TAKEN – 2011 SURVEY

- Town Hall to communicate results

- Unit results distributed – ODL facilitated follow-up on request

- Participated in system level initiatives

- Faculty/Staff task force struck – review and recommendations

- Follow-up on recommendations
Recommendations

Health and Wellbeing:
*Health promotion focus on mental health/wellness*
- Mental Health Network and strategy, Thrive, education

Career Navigation:
*Comprehensive approach to mentorship*
- Initiated revamped faculty and staff orientation
- Initiated mentorship program and buddy programs

*Provide clear guidance on ARPT:*
- Increased education in Academic Leadership program
- Continued workshops and support from HR
Recommendations

Senior Leadership/Communication:

*Strike internal taskforce*

- Taskforce met and made recommendations that resulted in new Heads Up forum and format, revamped Okanagan Leadership Team meetings, updated consultation methods

*Increase Senior Leadership Visibility*

- Recommendations from taskforce led to Senior Leadership participation in Heads Up, pit stops, regular DVC faculty and student luncheons, faculty council visits, greater event attendance
Over 5,000 people in the UBC community responded to the third Workplace experiences survey. The overall response rate for UBC was 31%.

Response rates in 2014 were similar to 2011 Combined Campus (44% vs 46%); Faculty (35% vs. 37%), Staff (51% vs. 54%).
77% of you are **proud to work at UBC**
Vs. 64% for Canadians

68% of you think **UBC is a good place to work**
Vs. 60% for Canadians

70% of you **find personal fulfilment in your work**
Vs. 61% for Canadians
Okanagan Campus Faculty:  
Biggest Improvements & Declines Since 2011

I believe hiring decisions (promotions, transfers and appointments) are made fairly at UBC

My unit does what it can to make my personal/family obligations and a career compatible

I have enough time to deal with student requests for help

No significant declines for Okanagan Faculty.

*MOE Okanagan Faculty +/- 7.0%; Staff +/- 5.6%
Okanagan Campus Staff: Biggest Improvements & Declines Since 2011

- **My unit does what it can to make my personal/family obligations and a career compatible.**
  - 2014: 79 (+12)

- **My performance is assessed fairly.**
  - 2014: 65 (+10)

- **I am satisfied with the opportunities for learning available to me at UBC.**
  - 2014: 59 (-11)

- **I believe that the benefits at UBC are as good as or better than the benefits offered by other similar institutions.**
  - 2014: 64 (-11)

- **I receive recognition for my accomplishments at work.**
  - 2014: 51 (-12)

*MOE Okangan Faculty +/- 7.0%; Staff +/- 5.6%
Engagement at UBC
Defining Engagement at UBC

STAFF
- Understand relationship between personal and UBC objectives
- Recommend UBC as good place to work
- Feeling of personal fulfilment
- Sense of belonging to UBC community

FACULTY
- Colleagues treat me with respect
- Recommend UBC to prospective students
- Confident can achieve career objectives at UBC
- Proud to work for UBC
- Satisfied with role/work at UBC
- Recommend UBC as good place to work
# Okanagan Campus: Faculty Engagement

<table>
<thead>
<tr>
<th>Percentage Agree/Strongly</th>
<th>Canadian Benchmark % Agree/Strongly</th>
<th>New in 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feeling of personal fulfillment</td>
<td>68</td>
<td>+7</td>
</tr>
<tr>
<td>Recommend UBC to prospective students</td>
<td>68</td>
<td>+2</td>
</tr>
<tr>
<td>Colleagues treat me with respect</td>
<td>65</td>
<td>NA</td>
</tr>
<tr>
<td>Proud to work for UBC</td>
<td>63</td>
<td>-1</td>
</tr>
<tr>
<td>Satisfied with role at UBC</td>
<td>59</td>
<td>-8</td>
</tr>
<tr>
<td>Recommend UBC as a good place to work</td>
<td>50</td>
<td>-10</td>
</tr>
<tr>
<td>Confident I can achieve my career objectives at UBC</td>
<td>45</td>
<td>NA</td>
</tr>
<tr>
<td>Sense of belonging to the UBC community</td>
<td>40</td>
<td>NA</td>
</tr>
</tbody>
</table>

*MOE Okanagan Faculty +/- 7.0%; Staff +/- 5.6%
Okanagan Campus: Staff Engagement

- Proud to work for UBC: 86
- Recommend UBC to prospective students: 86
- Recommend UBC as a good place to work: 79
- Satisfied with my role at UBC: 73
- Feeling of personal fulfillment: 71
- Understand the relationship between individual and...: 68
- Sense of belonging to the UBC community: 60
- Confident I can achieve my career objectives at UBC: 53

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Making Sense of the Results
Workplace Themes

10 Shared Factors
- Engagement
- Leadership & Strategy
- Collaboration
- My Unit Head/Manager
- Attraction & Retention
- Health & Wellbeing
- Unit Culture
- Equity
- Inclusion
- Total Compensation & Professional Development

3 Additional Faculty Factors
- Academic Excellence
- Faculty Support
- Faculty Tenure & Promotion

1 Additional Staff Factor
- Support & Resources
Putting the Focus on Priorities

Secondary Areas to Maintain

Primary Areas of Strength

Secondary Areas of Improvement

Areas of Strength

Secondary Areas for Improvement

Areas for Improvement

Higher Score

Lower Score

ASSOCIATION WITH ENGAGEMENT

Higher Association

Lower Association

Higher

Association

Lower

Association

Higher Score

Lower Score
Priority Matrix based on UBC Faculty Results

Secondary Areas to Maintain
- Equity
- Inclusion

Secondary Areas of Improvement
- Academic Excellence
- Collaboration
- Total Compensation & Professional Development

Primary Areas of Strength
- My Unit Head/Manager
- Health & Well Being
- Faculty Tenure & Promotion
- Faculty Support
- Unit Culture
- Attraction & Retention
- Leadership & Strategy

Primary Areas of Improvement
- Collaboration
- Total Compensation & Professional Development

Score
- Higher Score
- Lower Score

Association with Engagement
- Lower Association
- Higher Association
Priority Matrix based on Staff Overall Results

Secondary Areas to Maintain
- Equity
- Inclusion

Primary Areas of Strength
- Unit Culture
- Support & Resources
- Collaboration

Secondary Areas of Improvement
- Total Compensation & Professional Development
- Health & Well Being
- My Unit Head/Manager

Primary Areas of Improvement
- Attraction & Retention
- Leadership & Strategy

ASSOCIATION WITH ENGAGEMENT
Lower Association
Higher Association
SCORE
Higher Score
Lower Score

UBC Workplace Experiences Survey 2014
Key Themes
I feel physically safe in my work environment. 84

I know how and where to access services or educational programs to address my mental health and wellbeing when required. 65

I know how to take action should I observe or experience bullying, harassment or violence at UBC. 62

My unit does what it can to make my personal/family obligations and a career compatible. 49

I have access to UBC's provisions or time for personal needs (e.g. childcare, eldercare, personal, medical appointments) when required. 42

*MOE Okanagan Faculty +/- 7.0%; Staff +/- 5.6%
### Okanagan Staff: Support & Resources

<table>
<thead>
<tr>
<th>Statement</th>
<th>2014 Score</th>
<th>Change since 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel physically safe in my work environment.</td>
<td>94</td>
<td>New in 2014</td>
</tr>
<tr>
<td>My colleagues treat me with respect.</td>
<td>87</td>
<td>-6</td>
</tr>
<tr>
<td>At work, I have the tools (e.g., technology, equipment, materials)</td>
<td>84</td>
<td>-</td>
</tr>
<tr>
<td>required to perform my work.</td>
<td></td>
<td>+12</td>
</tr>
<tr>
<td>My unit does what it can to make my personal/family obligations and a</td>
<td>79</td>
<td>+12</td>
</tr>
<tr>
<td>career compatible.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have ready access to the information I require to perform my work.</td>
<td>78</td>
<td>-</td>
</tr>
<tr>
<td>I feel well-informed about my unit's priorities.</td>
<td>68</td>
<td>-</td>
</tr>
<tr>
<td>I have enough time to deal with student requests for help.</td>
<td>53</td>
<td>+8</td>
</tr>
<tr>
<td>I believe hiring decisions (promotions, transfers and appointments)</td>
<td>45</td>
<td>+8</td>
</tr>
<tr>
<td>are made fairly at UBC.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I received adequate orientation when joining UBC.</td>
<td>44</td>
<td>New in 2014</td>
</tr>
</tbody>
</table>

*Note: MOE Okanagan Faculty +/- 7.0%; Staff +/- 5.6%*
<table>
<thead>
<tr>
<th>Statement</th>
<th>Percentage</th>
<th>Change since 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>My immediate head/manager: Gives me the freedom to use my own judgment to complete my work.</td>
<td>84</td>
<td>New in 2014</td>
</tr>
<tr>
<td>My immediate head/manager: is accessible.</td>
<td>78</td>
<td>-</td>
</tr>
<tr>
<td>My immediate head/manager: encourages open and honest two-way communication.</td>
<td>76</td>
<td>-</td>
</tr>
<tr>
<td>My immediate head/manager: treats people fairly.</td>
<td>74</td>
<td>-</td>
</tr>
<tr>
<td>My immediate head/manager: Supports my training and development needs.</td>
<td>70</td>
<td>-</td>
</tr>
<tr>
<td>My performance is assessed fairly.</td>
<td>65</td>
<td>+10</td>
</tr>
<tr>
<td>My immediate head/manager: takes effective action on work-related matters</td>
<td>64</td>
<td>-10</td>
</tr>
<tr>
<td>My immediate head/manager: Gives me regular, informal feedback on my performance throughout the year</td>
<td>56</td>
<td>-</td>
</tr>
</tbody>
</table>

*MOE Okangan Faculty +/- 7.0%; Staff +/- 5.6%
**Okanagan Faculty: My Unit Head / Manager**

<table>
<thead>
<tr>
<th>Statement</th>
<th>2014 Result</th>
<th>Significant Change since 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>My immediate head/manager: is accessible.</td>
<td>72</td>
<td>-</td>
</tr>
<tr>
<td>My immediate head/manager: encourages open and honest two-way communication</td>
<td>66</td>
<td>-</td>
</tr>
<tr>
<td>My immediate head/manager: treats people fairly.</td>
<td>64</td>
<td>-</td>
</tr>
<tr>
<td>My immediate head/manager: Supports my training and development needs.</td>
<td>52</td>
<td>-</td>
</tr>
<tr>
<td>My performance is assessed fairly.</td>
<td>42</td>
<td>-</td>
</tr>
</tbody>
</table>

*MOE Okanagan Faculty +/- 7.0%; Staff +/- 5.6%*
## Okanagan Faculty: Unit Culture

<table>
<thead>
<tr>
<th>Perception</th>
<th>Value</th>
<th>Change since 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel well-informed about my unit's priorities.</td>
<td>48</td>
<td>-</td>
</tr>
<tr>
<td>My unit is a place where I feel I can comfortably raise personal and/or family responsibilities that impact my work.</td>
<td>45</td>
<td>-</td>
</tr>
<tr>
<td>I receive recognition for my accomplishments at work.</td>
<td>41</td>
<td>-</td>
</tr>
<tr>
<td>I feel comfortable in raising issues around my mental health and wellbeing that impact my work, with my supervisor/head.</td>
<td>35</td>
<td>New in 2014</td>
</tr>
<tr>
<td>I feel involved in decisions that affect me in my day-to-day work.</td>
<td>32</td>
<td>-</td>
</tr>
</tbody>
</table>

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### Okanagan Staff: Unit Culture

<table>
<thead>
<tr>
<th>Question</th>
<th>2014</th>
<th>Change since 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>My unit is a place where I feel I can comfortably raise personal and/or family responsibilities that impact my work.</td>
<td>75</td>
<td>-</td>
</tr>
<tr>
<td>I feel comfortable in raising issues around my mental health and wellbeing that impact my work, with my supervisor/head.</td>
<td>56</td>
<td>New in 2014</td>
</tr>
<tr>
<td>I receive recognition for my accomplishments at work.</td>
<td>51</td>
<td>-12</td>
</tr>
<tr>
<td>I feel involved in decisions that affect me in my day-to-day work.</td>
<td>49</td>
<td>-9</td>
</tr>
</tbody>
</table>

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### Okanagan Faculty: Leadership & Strategy

#### Significant Change since 2011

<table>
<thead>
<tr>
<th>Statement</th>
<th>2014</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>I understand the relationship between my individual objectives and UBC’s objectives.</td>
<td>48</td>
<td>-</td>
</tr>
<tr>
<td>I am satisfied with the opportunities for learning available to me at UBC</td>
<td>48</td>
<td>-</td>
</tr>
<tr>
<td>UBC’s senior leaders communicate a clear, strategic vision of the future direction of the University.</td>
<td>29</td>
<td>-</td>
</tr>
<tr>
<td>I have confidence in UBC’s senior leadership.</td>
<td>25</td>
<td>-</td>
</tr>
<tr>
<td>I believe that UBC’s senior leaders will take meaningful action on the issues identified in this survey.</td>
<td>19</td>
<td>-</td>
</tr>
</tbody>
</table>

*MOE Okanagan Faculty +/- 7.0%; Staff +/- 5.6%
UBC’s senior leaders communicate a clear, strategic vision of the future direction of the University.

I have confidence in UBC’s senior leadership.

I believe that UBC’s senior leaders will take meaningful action on the issues identified in this survey.

*MOE Okanagan Faculty +/- 7.0%; Staff +/- 5.6%
<table>
<thead>
<tr>
<th>Aspect</th>
<th>Clarity Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clarity of the following aspects of earning tenure or promotion: The process</td>
<td>53</td>
</tr>
<tr>
<td>Clarity of the following aspects of earning tenure or promotion: The criteria</td>
<td>35</td>
</tr>
<tr>
<td>Clarity of the following aspects of earning tenure or promotion: The body of evidence required</td>
<td>34</td>
</tr>
<tr>
<td>I believe decisions are made fairly in the following areas: Re-appointments</td>
<td>60</td>
</tr>
<tr>
<td>I believe decisions are made fairly in the following areas: Tenure</td>
<td>49</td>
</tr>
<tr>
<td>I believe decisions are made fairly in the following areas: Promotion</td>
<td>49</td>
</tr>
<tr>
<td>I believe decisions are made fairly in the following areas: Leadership appointments</td>
<td>31</td>
</tr>
</tbody>
</table>
### Top Sources of Stress

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Okanagan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workload</td>
<td>38%</td>
</tr>
<tr>
<td>Securing funding for research</td>
<td>30%</td>
</tr>
<tr>
<td>Departmental / campus politics</td>
<td>23%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Staff</th>
<th>Okanagan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workload</td>
<td>41%</td>
</tr>
<tr>
<td>Lack of communications</td>
<td>33%</td>
</tr>
<tr>
<td>Organizational change</td>
<td>30%</td>
</tr>
</tbody>
</table>
Next Steps
Next Steps

- Communicate results

- Distribute unit results – support follow-up

- Participate in system initiatives

- Task force? Sub committees? Your Thoughts?
Thank You