



Ipsos Loyalty

The Customer and Employee Research Specialists

Workplace Experiences Survey 2014

Early Insights

*Town Hall Presentation
Okanagan Campus*



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- 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



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- 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



The Big Picture



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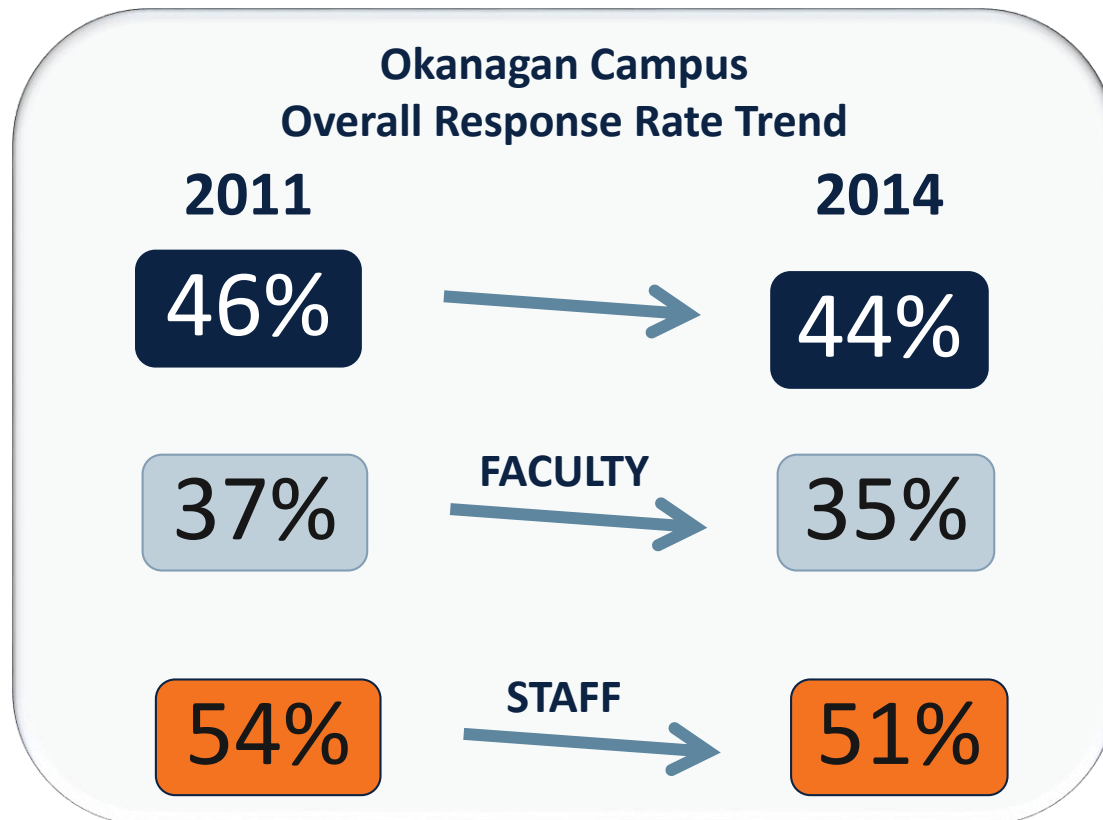


Okanagan Campus: Who Responded?



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

2014

52

+23

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

2014

42

+15

I have enough time to deal with student requests for help

2014

55

+14

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 .



My performance is assessed fairly



I am satisfied with the opportunities for learning available to me at UBC



I believe that the benefits at UBC are as good as or better than the benefits offered by other similar institutions.



I receive recognition for my accomplishments at work.



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



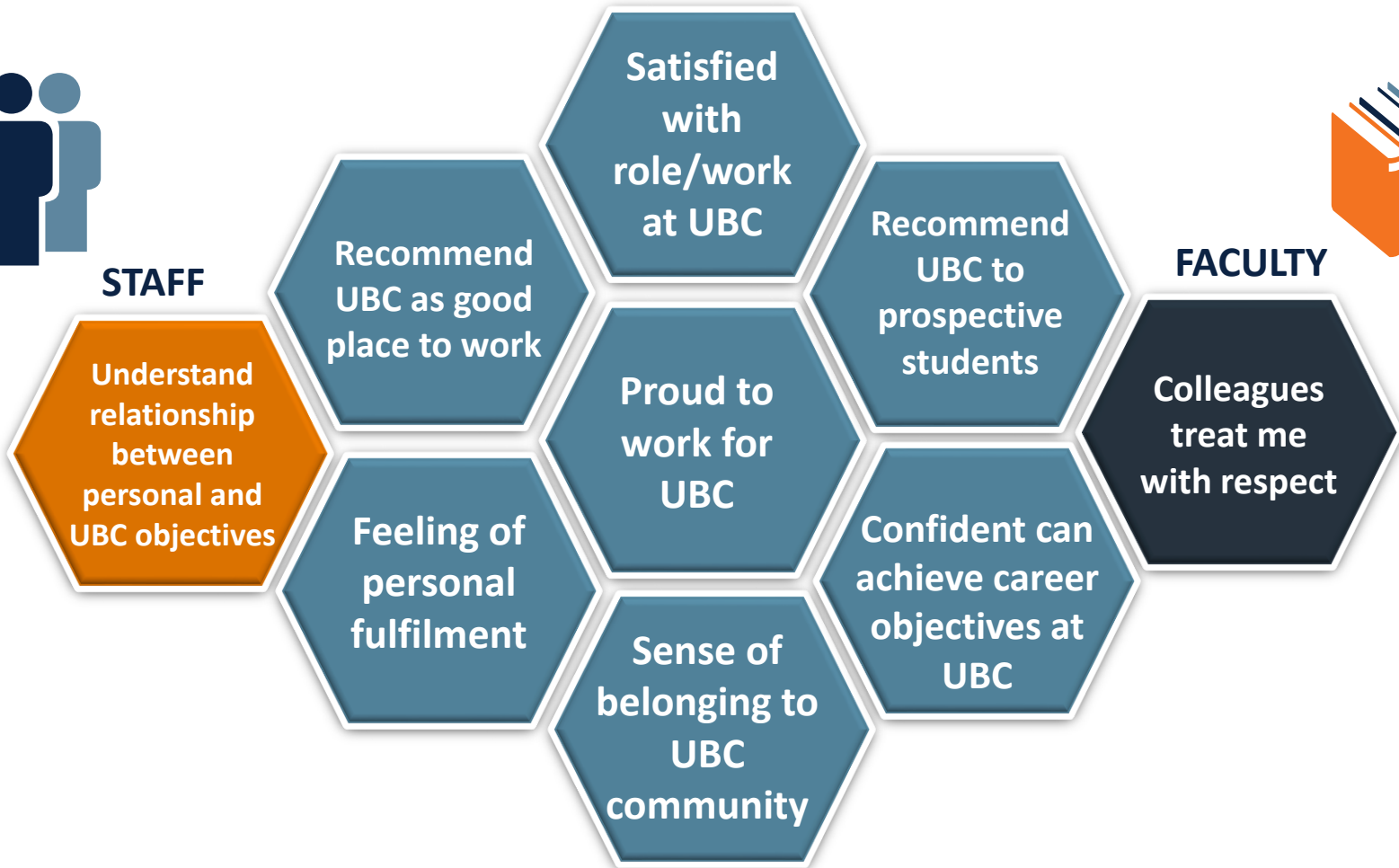
Engagement at UBC



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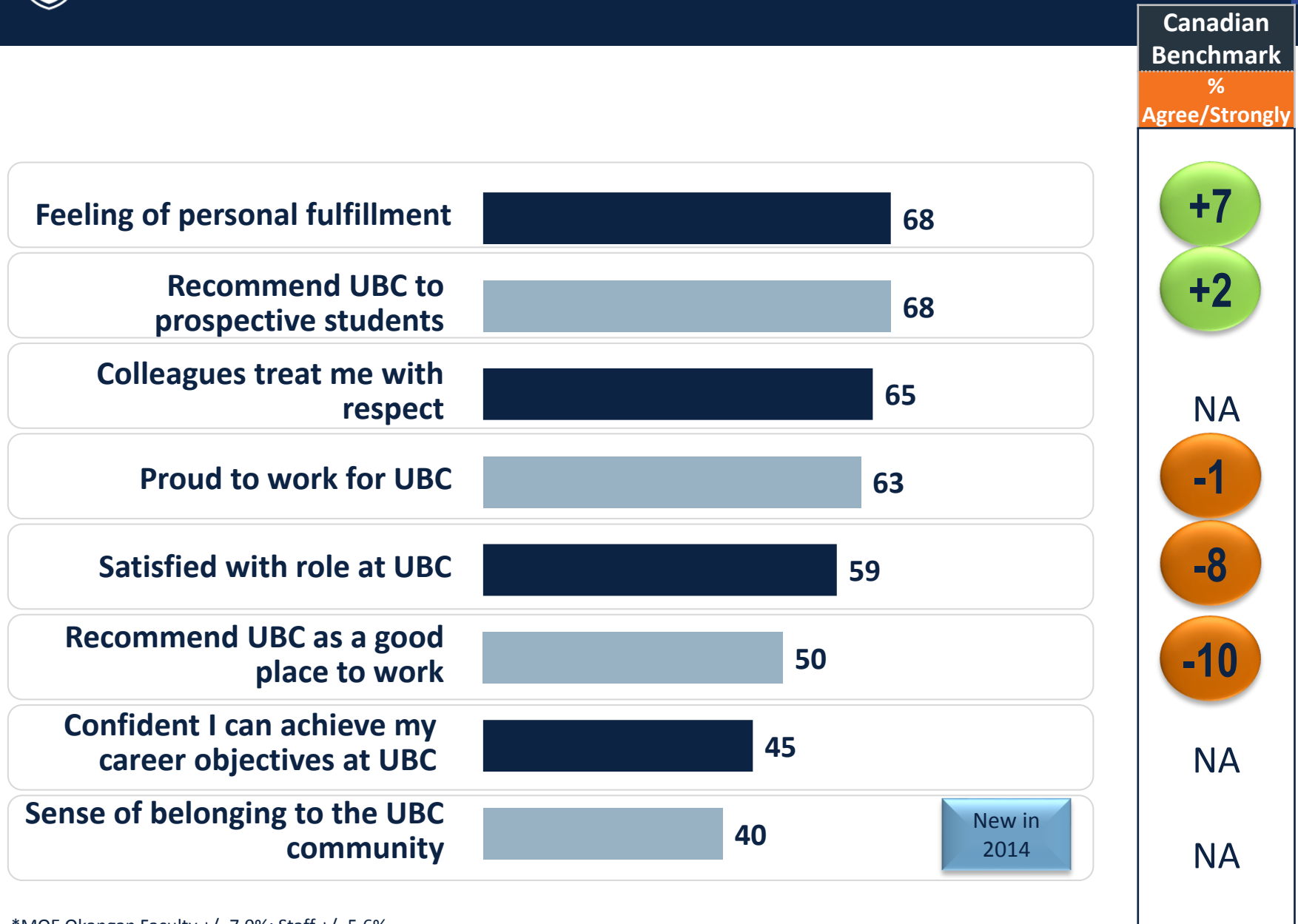
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FACULTY



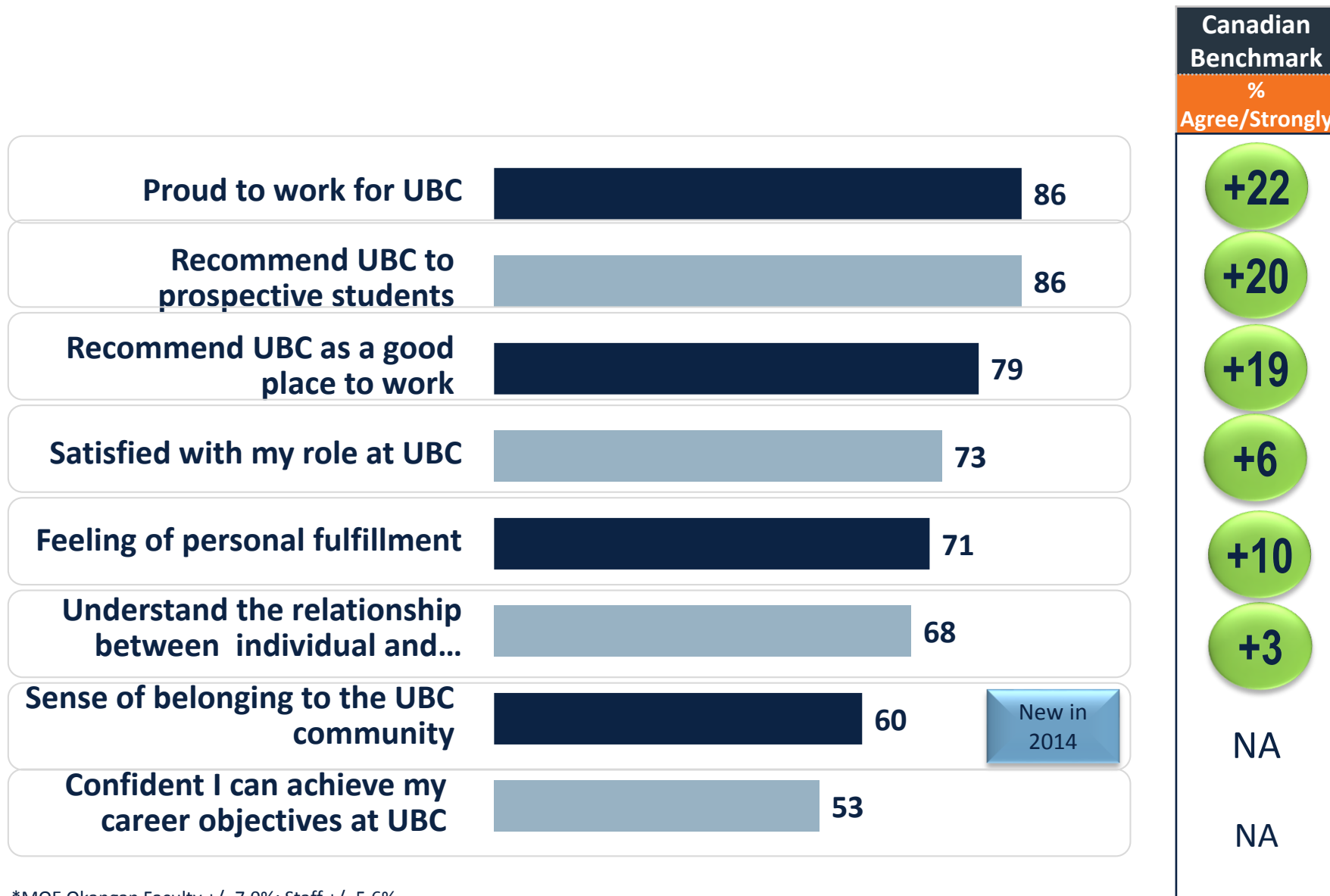
Okanagan Campus: Faculty Engagement



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



Okanagan Campus: Staff Engagement



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



Making Sense of the Results



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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

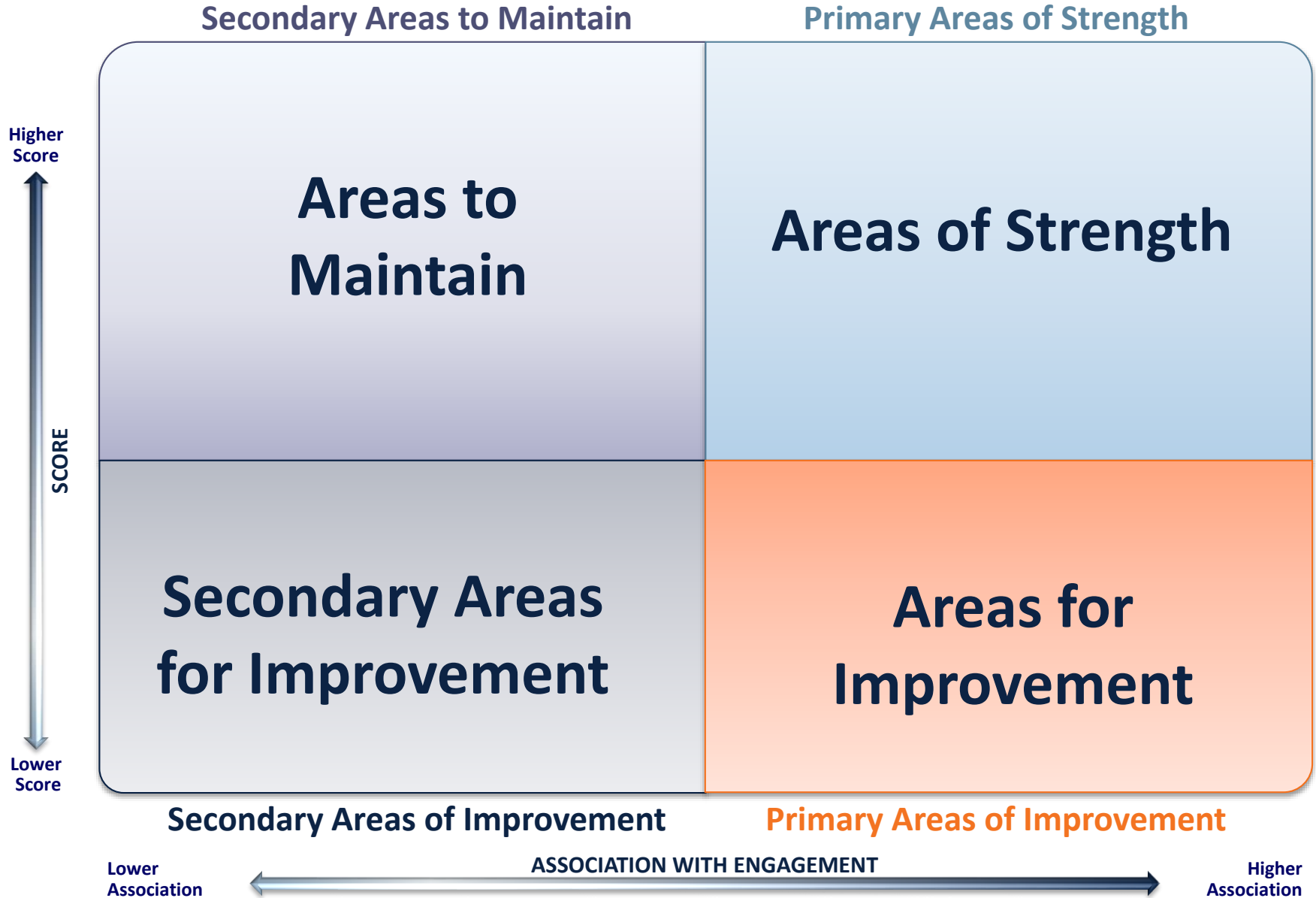
Faculty Support

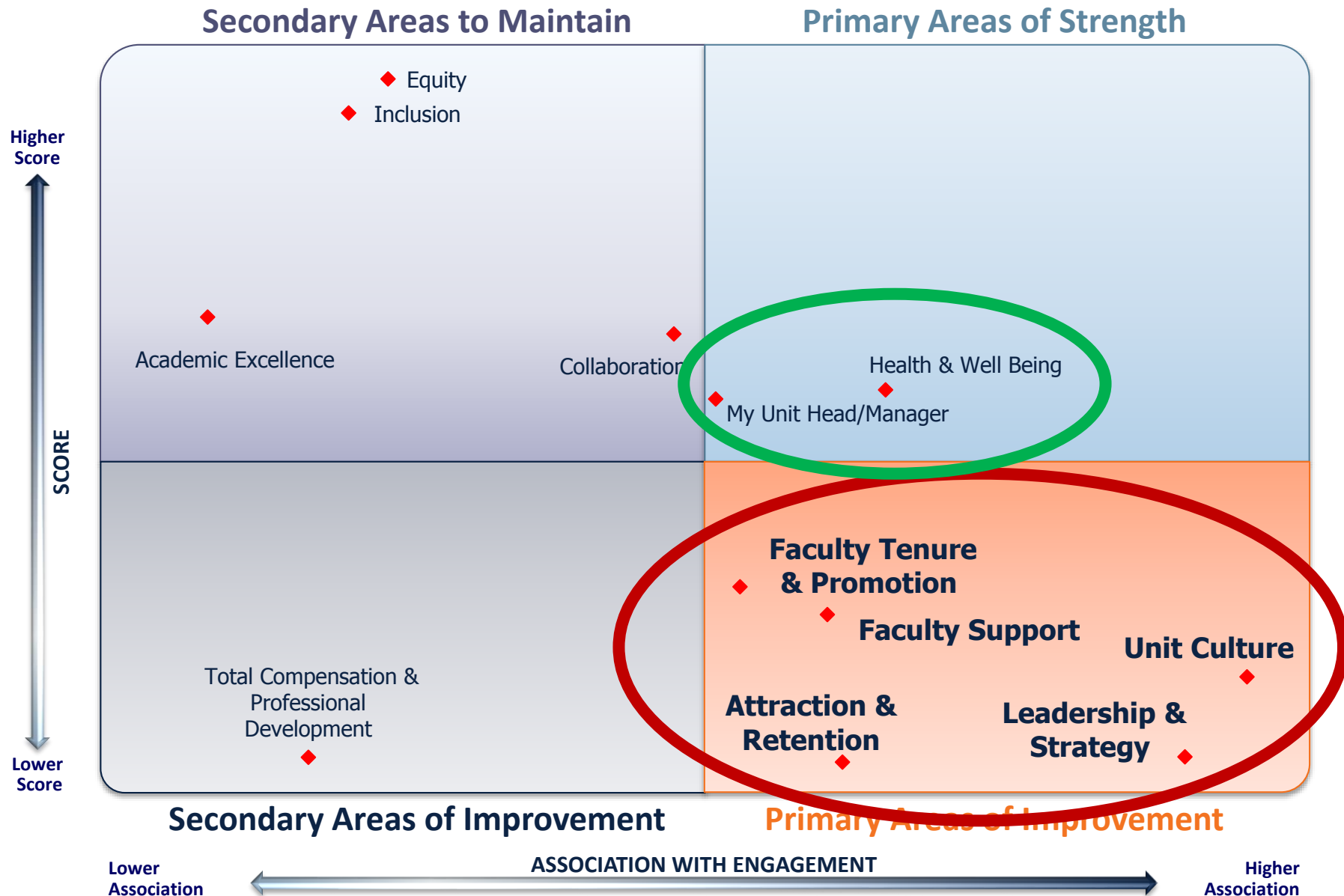
Faculty Tenure &
Promotion

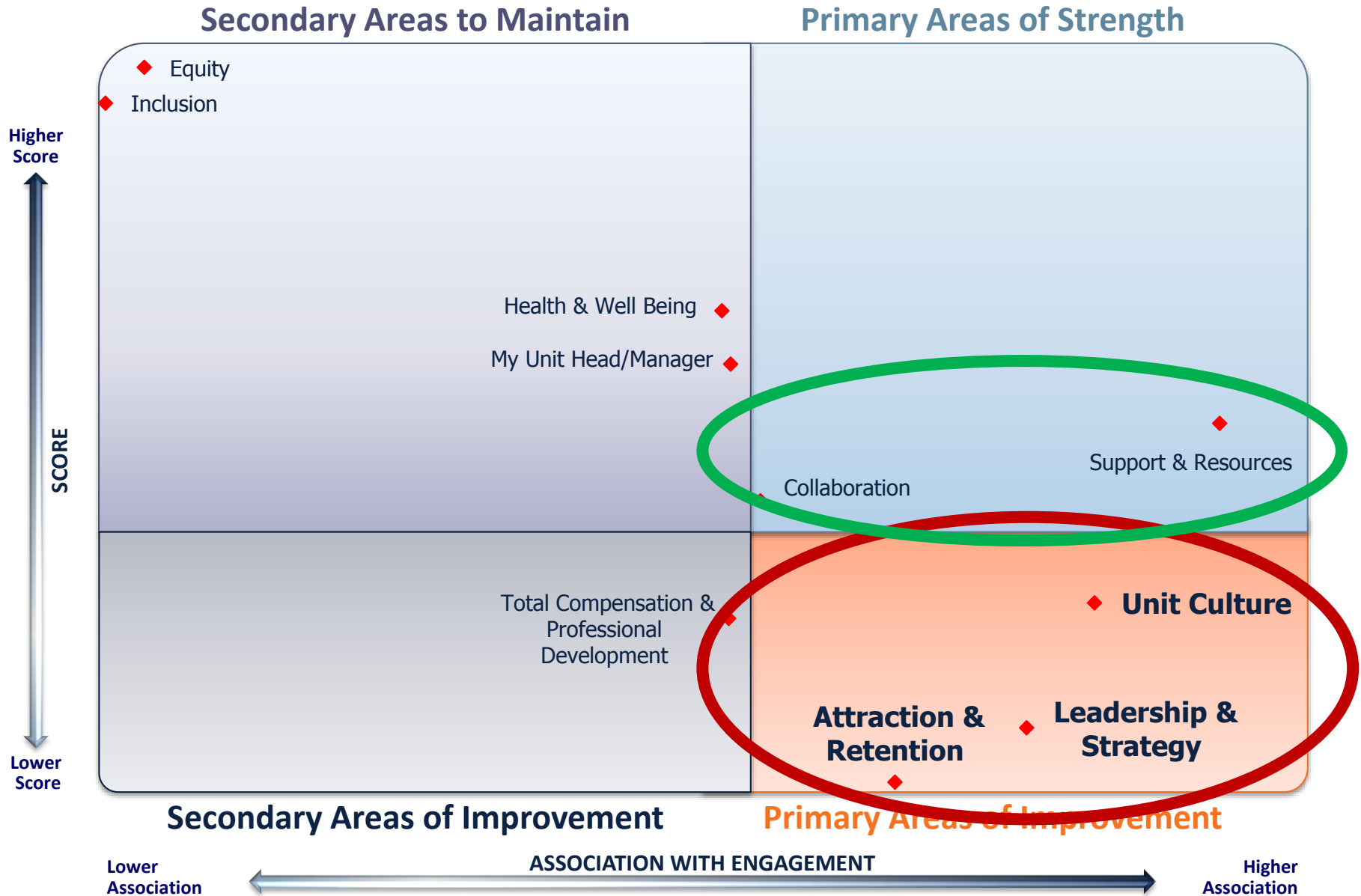


1 Additional Staff Factor

Support &
Resources









Key Themes



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Significant Change since 2011

I feel physically safe in my work environment.



84

New in
2014

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



65

New in
2014

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



62

New in
2014

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



49

+15

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



42

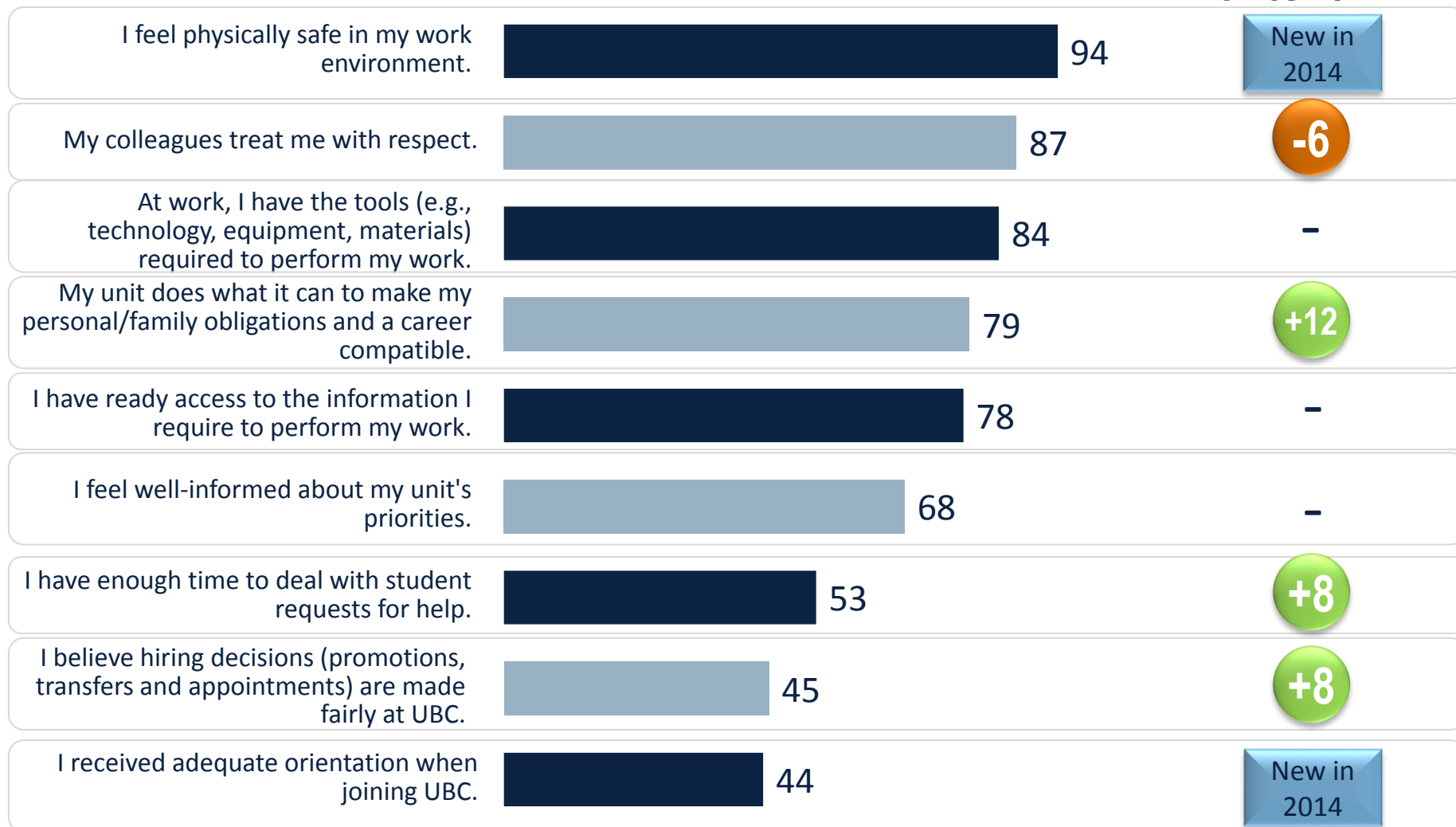
New in
2014



Okanagan Staff: Support & Resources



Significant Change
since 2011



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



Okanagan Staff: My Unit Head / Manager



**Significant Change
since 2011**

My immediate head/manager: Gives me the freedom to use my own judgment to complete my work.



New in
2014

My immediate head/manager: is accessible.



-

My immediate head/manager: encourages open and honest two-way communication.



-

My immediate head/manager: treats people fairly.



-

My immediate head/manager: Supports my training and development needs.



-

My performance is assessed fairly.



+10

My immediate head/manager: takes effective action on work-related matters



-10

My immediate head/manager: Gives me regular, informal feedback on my performance throughout the year



-

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

**Significant Change
since 2011**

My immediate head/manager: is accessible.



–

My immediate head/manager: encourages open and honest two-way communication



–

My immediate head/manager: treats people fairly.



–

My immediate head/manager: Supports my training and development needs.



–

My performance is assessed fairly.



–

**Significant Change
since 2011**

I feel well-informed about my unit's priorities.



48

-

My unit is a place where I feel I can comfortably raise personal and/or family responsibilities that impact my work.



45

-

I receive recognition for my accomplishments at work.



41

-

I feel comfortable in raising issues around my mental health and wellbeing that impact my work, with my supervisor/head.



35

New in
2014

I feel involved in decisions that affect me in my day-to-day work.



32

-



Significant Change since 2011

My unit is a place where I feel I can comfortably raise personal and/or family responsibilities that impact my work.



75

-

I feel comfortable in raising issues around my mental health and wellbeing that impact my work, with my supervisor/head.



56

New in
2014

I receive recognition for my accomplishments at work.



51

-12

I feel involved in decisions that affect me in my day-to-day work.



49

-9



Significant Change since 2011

I understand the relationship between my individual objectives and UBC's objectives.



48

-

I am satisfied with the opportunities for learning available to me at UBC



48

-

UBC's senior leaders communicate a clear, strategic vision of the future direction of the University.



29

-

I have confidence in UBC's senior leadership.



25

New in
2014

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



19

-



**Significant Change
since 2011**

UBC's senior leaders communicate a clear, strategic vision of the future direction of the University.



55

–

I have confidence in UBC's senior leadership.



54

New in
2014

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



42

–

Clarity of the following aspects of earning tenure or promotion: The process



53

Clarity of the following aspects of earning tenure or promotion: The criteria



35

Clarity of the following aspects of earning tenure or promotion: The body of evidence required



34

I believe decisions are made fairly in the following areas: Re-appointments



60

I believe decisions are made fairly in the following areas: Tenure



49

I believe decisions are made fairly in the following areas: Promotion



49

I believe decisions are made fairly in the following areas: Leadership appointments



31



Faculty	Okanagan
Workload	38%
Securing funding for research	30%
Departmental / campus politics	23%



Staff	Okanagan
Workload	41%
Lack of communications	33%
Organizational change	30%



Next Steps



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Next Steps

- Communicate results
- Distribute unit results – support follow-up
- Participate in system initiatives
- Task force? Sub committees? Your Thoughts?



Thank You



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