Six Things to Learn from the Excellence, Innovation, and Wellness Survey

Tyler Hall
Office of Institutional Research and Planning (OIRP)
November 13th, 2015
Methodology

• Survey hosted by Excellence Canada

• Three e-mails sent out by Carleton (August 18\textsuperscript{th}, 25\textsuperscript{th}, and 31\textsuperscript{st})

• Very short survey – 19 rating questions + two comment questions

• All questions on a 5 point scale (1 – Strongly Disagree to 5 – Strongly Agree)
#1. Finance and Admin staff were very eager to complete the survey

- Survey was sent to all 370 staff in F&A
- In total 262 people responded to the survey yielding a response rate of 70.8%

Past response rates to employee surveys:
- 2006 Carleton Satisfaction survey for employees: 48%
- 2007 Work Environment Survey: 38%
- 2015 Carleton Satisfaction survey for employees: 41%
#2. Highest Rated Items

- We have customer service standards which we strive to meet (4.2)
- Our strategic plan (business and operational plan) has been communicated to all levels of the organization (4.1)
- Our organization cares about our responsibility to society, so that we are seen as a responsible organization (4.1)
- Training on respect for diversity has been conducted. (4.1)
#3. Our Lowest Rated Items

- We document our key processes using a tool such as process-mapping, and we have access to process maps that relate to our work. (3.5)

- We have a system for monitoring and providing feedback on employee performance. (3.5)

- We have good communication across the organization (3.6)

- We have effective job training in our organization. (3.6)
#4. ‘Job training’

<table>
<thead>
<tr>
<th></th>
<th>% Disagree/Strongly Disagree</th>
<th>% Agree / Strongly Agree</th>
<th>Mean (out of 5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>WES (2007): I have adequate opportunities for job-related training</td>
<td>19%</td>
<td>66%</td>
<td>3.7</td>
</tr>
<tr>
<td>EIW (2015): We have effective job training in our organization.</td>
<td>18%</td>
<td>65%</td>
<td>3.6</td>
</tr>
</tbody>
</table>

- Comments tend to focus on technical job training
#5: Communication has improved since 2007

<table>
<thead>
<tr>
<th></th>
<th>% Disagree/Strongly Disagree</th>
<th>% Agree/Strongly Agree</th>
<th>Mean (out of 5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>WES (2007): I am well-informed about decisions taken at a higher level</td>
<td>31%</td>
<td>35%</td>
<td>3.0</td>
</tr>
<tr>
<td>EIW (2015): We have good communication across the organization</td>
<td>19%</td>
<td>64%</td>
<td>3.6</td>
</tr>
<tr>
<td>EIW (2015): Our strategic plan (business and operational plan) has been communicated to all levels of the organization</td>
<td>6%</td>
<td>82%</td>
<td>4.1</td>
</tr>
</tbody>
</table>
#5: Communication has improved since 2007

- In terms of comments on communications,
  - 12 comments on need for improved communication
  - 14 comments on communication being done well.

- What to make of discrepancy?
  - Demonstrates the high degree of importance put on communication
  - More positive comments demonstrate that we are doing well in this area
  - People may be talking about different types of communication
#6: ‘Customer Service’ is still a strength of F&A

<table>
<thead>
<tr>
<th></th>
<th>% Disagree/ Strongly Disagree</th>
<th>% Agree / Strongly Agree</th>
<th>Mean (out of 5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>WES (2007): As a unit we provide our students/faculty/staff with quality service</td>
<td>4%</td>
<td>83%</td>
<td>4.15</td>
</tr>
<tr>
<td>EIW (2015): We have customer service standards which we strive to meet</td>
<td>5%</td>
<td>86%</td>
<td>4.19</td>
</tr>
</tbody>
</table>

- 30 Comments (of 100) identified customer service/student focus as an area F&A does really well
Conclusion

• Incredibly strong response to the survey

• Areas identified for improvement would include job training, process documentation, and performance management

• Communication has seen major improvements over past 8 years

• Customer service / student focus is still the biggest strength of F&A
Question to think about and discuss:

How can we improve communication between departments?