2010 Customer Satisfaction Survey Responses: HWP

Q38c-Based upon your personal experience over the past 12 months, what service to employees has experienced the greatest overall improvement?

- Workplace Health
- The healthy workplace service has had great success in making itself known and accessible.
- Healthy Workplace activities
- Healthy workplace initiatives
- Healthy Workplace
- Healthy Workplace Initiative
- Over the last 12 months the new health workplace and initiatives have had the greatest improvement as they did not exist before and really speak to a better work environment and life balance.
- Health and wellness programs
- Healthy Workplace.
- I love the health and wellness approach and would be very interested to see what else is coming!
- Healthy Workplace had been great.
- Healthy workplace
- Health & Wellness
- I really like the idea of the healthy workplace committee. Workday satisfaction is more than just a paycheck.
- I would have to say the Healthy Workplace initiative
- I really enjoy all of the new healthy workplace initiatives. I think they are useful, motivating and conducive to the well-being of employees.
- Efforts to make the work experience more enjoyable through Health & Wellness activities.
- I like the Healthy Workplace initiative - and would like it expanded.
- Healthy Workplace is a welcome addition. I have attended a couple of events and I think it creates a very positive attitude and it makes me feel good as an employee to know that CU places importance on this.
- Health and Wellness program - there is one for starters. Keep up with this. I like the fitness classes at noon i.e. yoga please bring additional classes and a variety would be nice. I would attend something at every lunch if it was available.
- Healthy Workplace
- I really really appreciate the Healthy Workplace Committee. The Committee provides a great range of activities and information sessions to keep staff motivated, informed and encouraged to lead healthier lifestyles. I really enjoy the posters that are put out by the Committee. My goal is to become more active in the various activities spear-headed by this organization. I believe its presence on campus is a positive one and I hope its scope and mandate is able to grow and flourish!
- Healthy Workplace
- Healthy workplace is lead by great individuals and I applaud their effort
- Health and well-being in that they are creative in trying to find new ways to engage staff at multiple levels.
- Healthy workplace as a new initiative.
- The healthy workplace initiative is just fantastic
- healthy workplace service
• The creation of Healthy Workplace Committee.
• healthy workplace
• Health and Wellness
• Healthy Workplace has increased programs
• Healthy Workplace initiative.
• Healthy Workplace Initiative
• Health and Wellness. New and Interesting lunch seminars, activities (e.g. every day in May; walking the stairs)
• Healthy Workplace
• The Healthy Workplace committee and it's efforts has provided a nice change of pace for employees. The offerings of such events at Office Yoga and the Tapas Demo later this month is a breath of fresh air. Nice to see a different approach to working and inviting new an different activities for staff to aprtake in.
• Healthy Workplace program seems to be a great program to help and engage employees.
• The Healthy Workplace initiative has greatly added to the sense of community among staff and employees who would not normally have the opportunity to interact with each other. Kudos to this initiative and to the staff and fellow volunteers who make this happen.
• Healthy workplace events
• Healthy workplace initiatives
• Healthy workplace
• healthy workplace

Q39c-Based upon your personal experience over the past 12 months, what service to employees is most in need of future improvement?

• healthy workplace initiatives
• 2. I would like to see a Workplace Conflict Management expert be available to staff through the healthy workplace group (ie: something outside of Human Resources.)
• The Healthy Workplace initiative is a contradiction in terms when the most pervasive food offerings on campus are provided by a corporate monopoly specializing in non-nutritious, mass-produced fast food. Baker's Grille is especially offensive, since it purports to be a 'dining' experience, but is really an example of food that is stale, chemically treated, industrially produced and in the end, barely edible. Thank goodness for Roosters: not always the freshest or most nutritious either, but at least it's 'real' food.
• The Healthy Workplace initiative could potentially work with the Human Resources Department to ensure that managers are trained in managing staff and implementing a healthy work-life balance program.

Q40c-Additional comments on services to employees (if any).

• Healthy Workplace is an amazing initiative. I would suggest having classes for faculty and staff each term, advertised through Today@Carleton. Also nutrition classes would be great, along with the walking club being resurrected!
• After completing the AODA modules the Healthy Workplace had posters everywhere encouraging people to Take the Stairs for chances to win prizes. People in wheelchairs cannot take stairs. There should have been something in place for people unable to participate.
I would like if the EFAP could provide services on campus. I understand that for confidentiality some would prefer to use services off campus. However for people that have difficulty getting to the services in town and do not mind if someone see them access services her - it would be very helpful to have access to someone on campus. I have needed the service but often put off going because of the difficulty getting to off campus services.
### Human Resources: Healthy Workplace, 2010

<table>
<thead>
<tr>
<th>Healthy Workplace</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty/Staff</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>% Using Service</th>
<th>Number of Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>32.9%</td>
<td>199</td>
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</tbody>
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### Human Resources: Healthy Workplace, 2010

**Mean of Responses**

<table>
<thead>
<tr>
<th>Healthy Workplace</th>
<th>Faculty/Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
</tr>
<tr>
<td>Overall Satisfaction</td>
<td>198</td>
</tr>
<tr>
<td>Ability of the Healthy Workplace events to meet my needs</td>
<td>190</td>
</tr>
<tr>
<td>Variety of the programs offered</td>
<td>193</td>
</tr>
<tr>
<td>Frequency of the programs and events</td>
<td>193</td>
</tr>
<tr>
<td>Communication of programs and events</td>
<td>196</td>
</tr>
<tr>
<td>Healthy Workplaces contribution to my well-being</td>
<td>192</td>
</tr>
</tbody>
</table>

### Human Resources: Healthy Workplace, 2010

**Percentage of Responses**

<table>
<thead>
<tr>
<th>Healthy Workplace</th>
<th>Faculty/Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Low</td>
</tr>
<tr>
<td>Overall Satisfaction</td>
<td>3.0%</td>
</tr>
<tr>
<td>Ability of the Healthy Workplace events to meet my needs</td>
<td>5.3%</td>
</tr>
<tr>
<td>Variety of the programs offered</td>
<td>6.7%</td>
</tr>
<tr>
<td>Frequency of the programs and events</td>
<td>6.2%</td>
</tr>
<tr>
<td>Communication of programs and events</td>
<td>4.1%</td>
</tr>
<tr>
<td>Healthy Workplaces contribution to my well-being</td>
<td>9.4%</td>
</tr>
</tbody>
</table>

**Source:** Satisfaction Survey, 2010

**Notes:** 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.
2012 Customer Satisfaction Survey Responses: HWP

Healthy workplace- Comments from Customer Satisfaction Survey 2012

Based on your personal experience over the past 12 months, what service to employees is most in need of future improvement?

- I am actually quite pleased with the services provided to employees at the University. I have used EAP and Health and Counselling Services and appreciate that these resources are available to us as staff. I recognize that the University works hard to maintain a polished reputation and encourages its employees to provide excellent and dedicated client service.
- Perhaps a survey from EAP to all staff about their services. More Healthy Workplace initiatives.
- More healthy workplace initiatives
- Healthy workplace Initiative
- Healthy Workplace needs to expand

Based on your personal experiences over the past 12 months, what service to employees has experienced the greatest overall improvement?

- I like the healthy workplace imitative
- Healthy workplace.
- Healthy Workplace Initiatives
- Healthy Workplace has been a great contribution to our work experience
- Healthy Workplace
- Healthy Workplace
- Healthy Workplace
- Healthy Workplace
- Healthy Workplace
- Healthy Workplace
- Health Workplace
- health and wellness...
- I have also really noticed the increase in the Healthy Workplace events and resources.

Additional comments on services to employees (if any).

- EAP was a lifesaver.
### Healthy Workplace, 2012

<table>
<thead>
<tr>
<th>Healthy Workplace</th>
<th>Yes</th>
<th>% Using Service</th>
<th>Number of Users</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>31.6%</td>
<td>218</td>
<td></td>
</tr>
</tbody>
</table>

### Are you aware that your Carleton benefits include an Employee and Family Assistance Program (EFAP) through Family Services?

<table>
<thead>
<tr>
<th>Yes</th>
<th>% Aware of Service</th>
<th>Number of Users</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>73.4%</td>
<td>502</td>
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### Mean of Responses

<table>
<thead>
<tr>
<th>Healthy Workplace</th>
<th>Yes</th>
<th>N</th>
<th>Avg.</th>
<th>Std. Dev.</th>
</tr>
</thead>
<tbody>
<tr>
<td>My overall experience with Healthy Workplace</td>
<td>214</td>
<td>8.5</td>
<td>1.7</td>
<td></td>
</tr>
<tr>
<td>Ability of the Healthy Workplace events to meet my needs</td>
<td>210</td>
<td>8.0</td>
<td>1.9</td>
<td></td>
</tr>
<tr>
<td>Variety of the programs offered</td>
<td>205</td>
<td>8.1</td>
<td>1.8</td>
<td></td>
</tr>
<tr>
<td>Frequency of the programs and events</td>
<td>202</td>
<td>8.2</td>
<td>1.9</td>
<td></td>
</tr>
<tr>
<td>Communication of programs and events</td>
<td>211</td>
<td>8.2</td>
<td>1.8</td>
<td></td>
</tr>
<tr>
<td>Healthy Workplace's contribution to my well-being</td>
<td>195</td>
<td>7.9</td>
<td>2.0</td>
<td></td>
</tr>
<tr>
<td>If you have had the opportunity to use the EFAP service, please provide your level of satisfaction</td>
<td>138</td>
<td>7.7</td>
<td>2.5</td>
<td></td>
</tr>
</tbody>
</table>

### Percentage of Responses

<table>
<thead>
<tr>
<th>1.00</th>
<th>Low</th>
<th>Med.</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>My overall experience with Healthy Workplace</td>
<td>2.8%</td>
<td>17.3%</td>
<td>79.9%</td>
</tr>
<tr>
<td>Ability of the Healthy Workplace events to meet my needs</td>
<td>4.8%</td>
<td>26.7%</td>
<td>68.6%</td>
</tr>
<tr>
<td>Variety of the programs offered</td>
<td>3.4%</td>
<td>23.9%</td>
<td>72.7%</td>
</tr>
<tr>
<td>Frequency of the programs and events</td>
<td>5.0%</td>
<td>21.8%</td>
<td>73.3%</td>
</tr>
<tr>
<td>Communication of programs and events</td>
<td>4.7%</td>
<td>21.3%</td>
<td>73.9%</td>
</tr>
<tr>
<td>Healthy Workplace's contribution to my well-being</td>
<td>6.7%</td>
<td>26.7%</td>
<td>66.7%</td>
</tr>
<tr>
<td>If you have had the opportunity to use the EFAP service, please provide your level of satisfaction</td>
<td>15.2%</td>
<td>15.2%</td>
<td>69.6%</td>
</tr>
</tbody>
</table>

**Source:** Satisfaction Survey, 2012

**Notes:** 1. \% -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.
2013 Customer Satisfaction Survey Responses: HWP

Healthy Workplace - Comments from Carleton Satisfaction Survey for Employees 2013

At the end of the Carleton Satisfaction Survey there are 3 different open-ended questions in which all employees who complete the survey may give their feedback about any service at Carleton. These are all the comments unfiltered (except that names of individuals have been removed) relating to one specific service to employees. Each bullet represents one comment from an individual.

Based on your personal experience over the past 12 months, what service to employees is most in need of future improvement?

- I love that Carleton has established the Healthy Workplace program. What I find ironic is that in my effort to remain healthy I still have to hold my breath and dodge the smokers gauntlet in the Quad. It's obviously not clear to them what is actually the quad. Where they smoke outside the library at the ramp it's disgustingly littered with butts and garbage. The maintenance people can't keep up with it. I find it stressful that these smokers think someone should pick up after them. Not conducive to a Healthy Work Environment. Please HELP!
- AS a smoker wanting and trying to quit on several occasions, the Healthy workplace should partner up with an outside organization to offer a smoking cessation program.
- I think offering a generous discount or FREE access on costs for certain activities for STAFF would make for healthier workers. For example, yoga, meditation, or weight training during lunch hours - this would be in keeping with a CU Healthier staff. Having an RMT on site would be extremely beneficial for Faculty and Staff! Offering less refined foods with no GMO's, and gluten free Organic foods would also benefit the entire campus community.
- More flexibility in time off for special family needs, more workplace health related activities, more activities for the aging staff who are closer to retirement, reduced work week.
- I think it is great that we have a Healthy Living Initiative on campus but challenging when our jobs don't allow us the time to attend the lunch time events. Perhaps more encouragement to managers/directors to further encourage/allow staff to participate? I also would love to see a salad bar on campus or some healthier eating options.
- I like the Health Workplace idea and used to sign up for their little contests, but I don't want to go all the way to Robertson to pick up a card to participate. It would be nice to have forms online.
- Healthy Living and Athletic Programs should be offered at times other than during the working day.
- it would be nice if there were more lunch time activities that would get us out of the office as I find I tend to sit in the office.

Based on your personal experiences over the past 12 months, what service to employees has experienced the greatest overall improvement?

- Also the Healthy Workplace initiative has made Carleton a more pleasant place to work.
- Healthy workplace initiative is excellent.
- Healthy Workplace activities were a welcome addition to my routine.
- Healthy Workplace
- healthy workplace.
- I've really enjoyed the initiatives of the Healthy Workplace - it's great to have something healthy to do at lunch (yoga, information sessions, sports).
- The Health Workplace activities and #### have really improved.
- wellness program
Workplace Wellness - great new features.
Wellness programs
Relevant wellness programs  Improved outdoor seating areas (although 3rd floor Loeb patio, and outdoor Amphitheatre needs fixing)
I think the Healthy Workplace has received the greatest overall improvement with a lot more programs that are so varied that they are of interest to a great number of people.
I do see improvements in providing some knowledge of Mental Health area. However, I do feel we still have work to do here. There are still quite a few managers who consider people with Mental health issues as people who "milk the system". More consistent face to face training for management and staff is essential to a more Healthier Work place. I don't have to tell you how this would reduce absenteeism and promote a more positive work environment for all.
Healthy Workplace: The effort to get people out of the office and interact with people from various departments in a variety of activities has expanded considerably over the past year. The range of activities includes something for almost everyone and has been a great improvement in the scope of activities available to help relieve workplace stress.
Healthy Workplace. There is a culture shift happening on campus, and it's amazing to see. We're poised to be pioneers in healthy workplace programming, and I think that is going to have widespread positive benefits on this university. I know we're a business, but I don't think there's another service that has a broader impact on the bottom line, on everything from student recruitment to retention. Happy, engaged, healthy employees who feel as though their employer is investing them give incredible returns.
Healthy Workplace.
Healthy workplace.
Healthy workplace.
Healthy workplace.
Healthy Workplace.
Healthy Workplace, it seems more events are happening all the time and I expect continued growth in months / years to come
Healthy Workplace, getting people out of their seats and moving. It will pay off in the long run. Just my opinion.
Healthy Workplace program
healthy workplace is pretty great. Overall, Carleton is an awesome place to work!
Healthy Workplace is catering to a broader group and have really amped up their presence.
Healthy Workplace is an excellent program that I participated in and it really helped improve my life at work.
Healthy Workplace initiatives.
Healthy Workplace initiatives.
Healthy Workplace Initiative
healthy workplace is a great initiative and i hope it continues to grow as i feel it has been the best experience so far for employees.
Healthy Workplace
Healthy Workplace
Healthy workplace
Healthy Workplace
healthy workplace
Healthy Workplace
Healthy Workplace
- Healthy Workplace
- Healthy workplace
- Healthy Workplace
- Healthy Workplace
- Health Workplace communications, event offerings, awareness, etc. has improved the most. Well done!
- Health and Wellness, with Healthy workplace initiatives.
- Health and Wellness unit. Very impressed with the lunch programs the unit runs.
- Health and Wellness
- Health and Wellness
- - healthy workplace

Additional comments on services to employees (if any).

- I have also seen a great improvement on the Healthy Workplace programming. It is nice having these workshops and events and I think this shows how much the University cares about their employees. This is the one program that I can brag about to my friends who work in the government (because they don't have anything like this in the government). Way to go Carleton!
- I think the Healthy Workplace initiative is a great way to get staff motivated to embrace a healthier lifestyle.
- Healthy workplace and #### are a reminder to me each day that Carleton is committed to the wellbeing of the community. I appreciate the commitment and hope to see these services continue moving forward. I truly believe in order to provide great service you have to be at your best. These services help us to be our best individually and as a team.
Healthy Workplace, 2013

<table>
<thead>
<tr>
<th>% Aware of Service</th>
<th>Number of Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>36.6%</td>
<td>269</td>
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Healthy Workplace, 2013
Mean of Responses

<table>
<thead>
<tr>
<th>Healthy Workplace</th>
<th>N</th>
<th>Avg.</th>
<th>Std. Dev.</th>
</tr>
</thead>
<tbody>
<tr>
<td>My overall experience with Healthy Workplace</td>
<td>265</td>
<td>8.8</td>
<td>1.3</td>
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<tr>
<td>Ability of the Healthy Workplace events to meet my needs</td>
<td>262</td>
<td>8.3</td>
<td>1.8</td>
</tr>
<tr>
<td>Variety of the programs offered</td>
<td>259</td>
<td>8.4</td>
<td>1.6</td>
</tr>
<tr>
<td>Frequency of the programs and events</td>
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<td>8.5</td>
<td>1.6</td>
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<td>Communication of programs and events</td>
<td>262</td>
<td>8.6</td>
<td>1.7</td>
</tr>
<tr>
<td>Healthy Workplace's contribution to my well-being</td>
<td>259</td>
<td>8.1</td>
<td>2.0</td>
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</table>

Healthy Workplace, 2013
Percentage of Responses

<table>
<thead>
<tr>
<th>Healthy Workplace</th>
<th>Yes</th>
<th>Low</th>
<th>Med.</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>My overall experience with Healthy Workplace</td>
<td>.8%</td>
<td>15.8%</td>
<td>83.4%</td>
<td></td>
</tr>
<tr>
<td>Ability of the Healthy Workplace events to meet my needs</td>
<td>3.4%</td>
<td>22.1%</td>
<td>74.4%</td>
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<tr>
<td>Variety of the programs offered</td>
<td>3.1%</td>
<td>20.8%</td>
<td>76.1%</td>
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<tr>
<td>Frequency of the programs and events</td>
<td>2.3%</td>
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<td>76.4%</td>
<td></td>
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<tr>
<td>Communication of programs and events</td>
<td>3.4%</td>
<td>14.9%</td>
<td>81.7%</td>
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<tr>
<td>Healthy Workplace's contribution to my well-being</td>
<td>6.6%</td>
<td>24.3%</td>
<td>69.1%</td>
<td></td>
</tr>
</tbody>
</table>

Source: Satisfaction Survey, 2013
Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.