



FALL 2020 EMPLOYEE CHECK-IN SURVEY SUMMARY REPORT

The Department of Institutional Research

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Background and Objectives

Okanagan College is committed to supporting its employees to maintain healthy work practices. The impact of COVID-19 has fundamentally changed how, and often where, we work, as well as the ways in which we interact with our colleagues and families. College employees have navigated significant challenges to adapt and deliver education and services in new and creative ways and it is well understood that the changes involved have an impact on everyone. This survey was conducted on behalf of the COVID-19 Steering Committee with an objective to learn more about how the College employees are doing within the current work context. Aggregated responses will be reviewed by the COVID-19 Steering Committee and shared with leaders of the unions and employee groups. The information will be used to inform planning for program and service delivery as well as helping the College identify resources or changes that may contribute to employee well-being.

Data was collected from November 19, 2020 to December 3, 2020. A total of 1,159 employees were sent this online survey via email of which 683 employees responded to the survey resulting in a 59 per cent response rate indicating that the results of the survey can be generalized within ± 2.4 per cent margin of error range at 95 per cent confidence interval. Following are important points to note.

- Some employees may not have answered all the questions; therefore the total number of responses per question varies.
- The employee status question (Q10) was a multiple-response question where the employees could select “all that apply”. There was also an option for the employees to type in “Other” responses. Generally, such multiple-response questions are analyzed from two points of view indicating the importance/popularity/mentions by respondents of those choices:
 - The count and percentage of selections of each choice.
 - The percentage of respondents that mentioned a particular choice. Due to multiple selects, the total percentage is higher than 100%. This has been commented on in the Key Highlights section.

Key Highlights

Following are the key highlights of the results.

- Nearly two thirds (63 per cent) of employees mentioned that they feel a higher level of work related stress compared to their pre-COVID level.
 - Nearly one third (31 per cent) provided a neutral response by mentioning that they neither feel more nor less work related stress as compared to their pre-COVID level.
 - A minority (6 per cent) of employees feel less stressful than their pre-COVID level.
- Two out of every three employees (67 per cent) mentioned that their overall workload has increased as a result of changes to the work environment due to COVID-19.
 - Approximately one fourth (27 per cent) of employees mentioned that their overall workload has remained about the same.
 - A minority (6 per cent) of employees indicated that their overall workload has decreased.
- Just over half (51 per cent) of employees feel that during these challenging times, they are able to bounce back from a stressful day more slowly than usual.
 - Less than half (44 per cent) of employees feel that during these challenging times, they are able to bounce back from a stressful day about the same as usual.
 - A minority (4 per cent) of employees feel that they are able to bounce back more quickly than usual from a stressful day.
- The satisfaction range of employees that provided a rating on the information they are currently receiving about OC COVID measures is from 65 per cent to 74 per cent.
 - About three fourths (74 per cent) of employees are satisfied with the accuracy of the information. More than one third (38 per cent) are very satisfied.
 - Somewhat less than three fourths (70 per cent) are satisfied with the relevance of material. More than one third (35 per cent) are very satisfied.
 - More than two thirds (69 per cent) are satisfied with the amount of information. About one third (32 per cent) are very satisfied.
 - Almost two thirds (65 per cent) are satisfied with the frequency of delivery. Less than one third (30 per cent) are very satisfied.
- More than two thirds (68 per cent) of employees that provided a valid response to the work life balance question indicated that their work life balance was good prior to February 2020. About one in five (22 per cent) indicated that it was excellent.
 - The work-life balance situation has reversed since February, 2020 as less than one third (31 per cent) of employees have indicated that their work-life balance is good since February 2020. Only one in ten reported their work-life balance as excellent since February 2020.
- Approximately one third (34 per cent) of employees know what services are offered by the Employee and Family Assistance program (EFAP) and how to access its services.
 - About one third (33 per cent) of employees are aware of EFAP but not familiar with the specific services that are offered.
 - More than one fourth (27 per cent) of employees are not familiar with EFAP.
 - A minority (6 per cent) of employees indicated that they know what services are offered by EFAP but do not know how to contact EFAP.
- More than half (58 per cent) of employees feel supported by the College while about one in ten (12 per cent) do not feel supported. Almost one third (30 per cent) indicated that they feel neither supported nor unsupported.

Fall 2020 Employee Check-In Survey – Tables

Q1. Describe your level of work-related stress as compared to pre-COVID. My work is:	Count	Percent of Count
More stressful	429	63%
Neither more nor less stressful	212	31%
Less Stressful	40	6%
Total	681	100%

Q2. Thinking of the impact to your overall workload as a result of changes to the work environment due to COVID-19, has your overall workload:	Count	Percent of Count
Increased	456	67%
Remained about the same	185	27%
Decreased	42	6%
Total	683	100%

Q3. During these challenging times, I feel able to bounce back from a stressful day:	Count	Percent of Count
More slowly than usual	348	51%
About the same as usual	303	44%
More quickly than usual	30	4%
Total	681	100%

Q4. On a scale of 1 to 5 with 1 being very dissatisfied and 5 being very satisfied, how would you rate the information you are currently receiving about OC COVID measures?	1	2	3	4	5
Accuracy of information [N=673]	3%	4%	19%	36%	38%
Relevance of material [N=671]	3%	7%	21%	35%	35%
Amount of information [N=677]	3%	6%	21%	37%	32%
Frequency of delivery [N=674]	4%	7%	24%	35%	30%

Q5. On a scale of 1 to 5 with 1 being poor and 5 being excellent, how would you describe your work-life balance? [N=677]	1	2	3	4	5
Prior to February 2020	2%	8%	22%	46%	22%
Since February 2020	16%	26%	27%	21%	10%

Q6. Select the statement that best describes your awareness of the Employee and Family Assistance Program (EFAP) available to you through the College for support?	Count	Percent of Count
I know what services are offered by the Employee and Family Assistance program and how to access its services.	230	34%
I am aware of EFAP but am not familiar with the specific services that are offered.	223	33%
I am not familiar with EFAP.	186	27%
I know what services are offered by EFAP but do not know how to contact EFAP.	41	6%
Total	680	100%

Q7. Overall, do you feel supported by the College?	Count	Percent of Count
I feel supported	397	58%
I feel neither supported nor unsupported	203	30%
I do not feel supported	83	12%
Total	683	100%

Respondent Characteristics Breakdown

Q9. Primary Work Region	Count	Percent of Count
Central Okanagan	465	73%
South Okanagan/Similkameen	80	12%
North Okanagan	54	8%
Shuswap/Revelstoke	42	7%
Total	641	100%

Q10. Employment Status (select all that apply)	Selection Count	Percent of Selection Count (/664)	Percent of Responses (/654)
Regular/Continuing	544	82%	83%
Non-Regular/Sessional	120	18%	18%
Total	664	100%	102%

Q11. Affiliation	Count	Percent of Count
BCGEU Support Staff	202	32%
Faculty Association	193	30%
BCGEU Vocational Instructors	125	20%
Other Administration/Excluded	81	13%
Executive/Leadership Team	23	4%
Other	15	2%
Total	639	100%

Q11. Affiliation [Other]
-
Admin Assoc
both non-regular instructional and regular support
Both Vocational Instructor and Faculty
Continuing Studies Instructor
CS Instructor
Don't know
Library page
Part time faculty
RA position
student
Student job
Tool Crib Attendant

Employee Survey, Fall 2020

Input Themes

As noted in the report from Institutional Research, 683 employees or 59%, responded to the fall 2020 Employee Survey. Question #8, "Is there anything that the College could do to support you more effectively at this time?" provided an option for employees to make more specific comments.

In total, 305 employees provided comments to enhance the information collected from the survey, representing just over 26% percent of all employees and 45 percent of survey participants.

The responses have been organized into themes to help guide priorities for institutional response. It should be noted that many individuals provided comments on multiple topics so the total number of comments on specific themes does not match the number of individuals who provided responses to the question.

The ten most common responses are noted in order of frequency. When themes had the same number of responses, each of the themes is included as a single item within the ten most common responses.

Workload

37 comments request compensation for increased workloads or identify a need to realign workloads in recognition of the time required to develop and implement online course material and assessments as compared to the time required for preparation and delivery of in person courses.

24 additional responses looked for acknowledgement of the workload increases without specific requests for increase in compensation or reduction of the workload.

The **61** total number of responses represent 20% of respondents.

Support – Technology hardware & software, ergonomics

41 people commented on the need for additional support for technology. This included need for support in setting up home work spaces with computers, screens, ergonomic furnishings, and telephones to be able to work effectively and in a healthy manner; as well as the need for additional technology resources such as cameras and program specific software to develop robust course materials.

Satisfaction Levels

- 36** people indicated there was nothing more for the College to do to support them
- 36** people stated that they felt well supported by the College and/or supervisors and/or colleagues.

*Note that there are 6 instances in which responses fell into both categories. The remaining 60 responses were from distinct individuals.

Communications

- 29** comments are about communications. In some comments, people are looking for more communication and, in some cases less. Several people suggested a newsletter that puts all College updates in one place and there are requests for clarity around COVID directives.

Health & Wellness

- 27** people are seeking additional support for health and wellness. This input relates to mental health supports, opportunities to access campus resources for fitness, and support for work-life balance.

Work Assignments & Location

- 19** comments are about the decisions around work location and work assignments. Employees are seeking more consistency in decisions about who works on campus, when and how often as well as expressing concern about how work is assigned to those whose work has changed.

Decision-making

- 18** people expressed concern that the decision-making processes related to fall operations were not clear or timely.

OHS

- 13** people would like the OHS processes for on campus activity to be clearer, more robust and more frequently communicated. Several mentioned the confusion caused by frequent changes in directives.

PHO Protocols and OC response

- 12 comments are related to a desire to see clearer information about what to do if an employee or someone in their household is exposed, tips and support for those working at home with children and looking for faster responses to backfill when people are off on sick time.

On-campus Options

- 9 people are looking for more options for work on campus whether that be to deliver online courses or options for students to take exams in person; and

Check-ins and isolation

- 9 people also noted that they feel isolated from their colleagues and would appreciate any options for more personal contact and check-ins to see how people are doing; and finally,

Work from home

- 9 people expressed that they enjoy working from home and that the opportunity to do so has reduced commuting time, improved health, or generally been a positive change.

Remaining comments include requests for more training for managers about how to be effective and supportive during the current challenges; recommendations to be planning now for recovery; requests to find ways to support part time employees more effectively through access to mental health supports and to technical resources; requests for greater visibility of the executive; and for requests for continued flexibility for future work location options.

Although, not a direct response to the question of what the College could do to support employees, it should be noted that 10 people took the opportunity to express appreciation for the work of the EdTech team and for L&AR.

Overall, employees who took the time to comment have provided important insight into their current work experience and helpful thoughts on how to improve the work environment over the next few months.