Leader's Toolkit

UBC Workplace Experiences Survey

Information effective October 12, 2021
Survey opens November 1, 2021

This toolkit is available online:
http://focusonpeople.ubc.ca/workplace-experiences-survey/toolkits/
Instructions – Please Read

This package is designed to support leadership and HR administrators in sharing important information with faculty and staff.

The UBC Workplace Experiences Survey is an excellent opportunity to hear directly from all faculty and staff and gain insights into their experiences.

It’s critical that you encourage as many faculty and staff as possible to participate so that the results are a robust representation of experiences in your unit.

HOW TO USE THIS TOOLKIT

☐ Read this toolkit and become familiar with the information.
☐ Apply your own language and local context to create meaningful conversations with employees.
☐ Use the enclosed resources to encourage your team(s) to participate in the survey.

This toolkit includes:
• Key dates to take action
• Speaking with your team
• Questions & answers
• Email templates
• Ideas for encouraging your team to participate

A Communicator’s Toolkit is also available online with promotional materials such as newsletter content and images, posters, and digital signage.
**Key dates to take action**

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<thead>
<tr>
<th>DATE</th>
<th>ITEM</th>
<th>ACTION</th>
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<tbody>
<tr>
<td>Between October 12 to 29</td>
<td>Introduce the survey and inform your team.</td>
<td>- Use the <strong>speaking points (page 4-5)</strong> in a team meeting or other discussions with faculty/staff.</td>
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<td>- Use the enclosed <strong>email template (page 6)</strong> to complement your conversations and inform your team(s) about the survey.</td>
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<td>- Use the enclosed <strong>email reminder template (page 7)</strong> to send a note to your team (faculties and mid-sized departments will receive an update with their local participation rate).</td>
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<td>Survey is open. Encourage participation in the survey.</td>
<td>- Whether it’s a team activity or simply inspiring a spirit of competition, <strong>encourage your team (page 8)</strong> to participate in the survey.</td>
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**Note:** Once the survey is closed and the results are available, you will be encouraged to share and discuss the results with your team(s). If your unit receives a unit-level report, it’s important to share these results in a meaningful way. We’ll have more resources available at that time to support you.
Speaking with your teams

Prior to the survey period, use these speaking points at faculty and staff meetings to inform your team(s) about the Workplace Experiences Survey. Customize these points to fit your environment and to reflect language used in your area.

**Key message:** Take the UBC Workplace Experiences Survey on November 1-19, 2021.

- This survey is the primary opportunity that all faculty and staff have to share feedback on their experiences of working at UBC.
- The survey includes questions related to several themes including your professional growth, inclusion and respect, health and wellbeing, work environment and more. (For faculty, it also includes questions related to tenure and promotion, and support for teaching and research.)
- Your participation is important. We need to hear from everyone to get a rich, representative picture so that we can see what areas to focus on that will make the greatest difference to us.
  - **State a participation rate goal for your portfolio, e.g. 90% participation.**
- The results are used to shape workplace experiences at the university-wide and local level. Past WES results have influenced priorities and actions at the university, such as leadership development programs. More examples are detailed in the UBC Focus on People framework.
  - **Include an example of a local initiative or strategy that was influenced in your unit as a result of feedback from a previous WES.**
- On November 1st, you will receive a survey invitation from UBC’s third-party survey consultant, TalentMap, with a link to the survey. This is your unique survey link.
- The survey takes 15-20 minutes to complete and I encourage you to take the survey during regular work hours.
- To ensure confidentiality, our faculty/department will receive a unit-level report only if we have five or more respondents. The university-wide survey results will be available in early 2022.
  - **Add anything else your unit plans to do with the results, such as using the results to inform and shape priorities, planning, etc.**
Questions & answers

1. When is the survey open?
The survey is open November 1-19, 2021.

2. Who can take the survey?
The survey is for UBC faculty and staff. (The WES is not open to students; student employees are surveyed in the Undergraduate Experiences Survey.)

3. What is the survey about?
The survey is your opportunity to share your experience of UBC as a workplace. The survey includes questions related to several themes, including your professional growth, inclusion and respect, health and wellbeing, work environment and more. For faculty, the survey also includes themes related to tenure and promotion, and support for teaching and research.

4. How can I access the survey?
Faculty and staff will receive a survey invitation with a unique link to the survey directly from TalentMap.

If you do not receive an invitation, please contact workplace.surveys@ubc.ca.

5. Is it possible to identify and link my responses back to me?
No. UBC’s survey consultant TalentMap will administer the survey.

In the survey, you will be asked general demographic questions but will not be asked to provide personal information such as your CWL. You can select “Prefer not to answer” for any demographic question.

The only linked demographic information is the WD Supervisory Organizations. This enables unit-level reporting where there are five or more responses.

Email addresses, which are required by TalentMap to send the survey invitation, will be stripped out from the survey data file by TalentMap before the it is provided back to UBC.

Individual survey responses will not be shared; responses will be aggregated to protect the privacy of individual respondents. Reports will only be provided where there are a minimum of five respondents.

6. How is survey feedback being reported?
University-wide results will be shared in early 2022. Survey results are only reported in aggregate, and five or more responses are required to generate a unit-level report.

7. How is my privacy being protected?
To ensure confidentiality, UBC has engaged TalentMap, a third-party employee survey consultant to administer the survey.

The survey is hosted on servers in Canada, and all survey data is transmitted in Canada.

More information available at https://ubc.ca/wes
Email template #1: Take the survey!

Instructions:

- To be sent during the week of October 25-29 (one week before the survey opens).
- We recommend the message come from a senior leader in your unit, such as the Dean, Department Head, or Director.
- Customize this message for your Faculty or department.

Subject: Share your experience in the UBC Workplace Experiences Survey next week

Hello,

Next week, all UBC faculty and staff will be invited to take part in the Workplace Experiences Survey. I will be participating in the survey and I encourage everyone in <unit name> to do so, too.

This survey is the primary opportunity for you and your UBC colleagues to share feedback on your workplace experience. Your input helps shape priorities and initiatives – both UBC-wide and at the unit-level – in the areas that will make the greatest difference to you and your colleagues.

You can expect to receive an email on Monday, November 1, with your unique link to access the survey. Please do not forward this link.

To ensure that the survey is confidential, UBC has partnered with Canadian-based survey provider TalentMap. Details on how your feedback is kept confidential (including where data is stored, what’s collected, and who has access) are available online at https://ubc.ca/wes.

I encourage you to complete the survey during your regular work hours—it should only take about 15 minutes.

If you have any questions about the survey impacts our team, please reach out. For more information visit https://ubc.ca/wes.

Thank you,

<Name of sender>
Email template #2: Reminder to take the survey

Instructions:

- **To be sent during the survey period:** November 1-19.
- We recommend the message come from a senior leader in your unit, such as the Dean, Department Head, or Director.
- Senior HR Leaders will receive participation rate updates for your Faculty/department/unit during the survey period. Customize this message for your Faculty or department.
- Depending on your response rate, you might consider sending two reminders.
- Note: The deadline to participate in the survey is Friday, November 19.

**Subject: Reminder to participate now in the UBC Workplace Experiences Survey**

Hello,

I would like to remind you to participate in the UBC 2021 Workplace Experiences Survey for faculty and staff. I have taken the survey, and so far XX% of faculty and staff in `<unit name>` have participated – thank you if you have already completed the survey.

If you haven’t yet participated, I encourage you to complete the survey now during your regular work hours—it should only take about 15 minutes and can be done from a computer or mobile device.

The survey link was sent to you directly from UBC’s third-party survey consultant, TalentMap. Please check your emails for the survey invitation or contact `workplace.surveys@ubc.ca` with any issues. The survey closes on Friday, November 19.

The survey includes questions related to several themes including your professional growth, inclusion and respect, health and wellbeing, work environment and more. `<If your portfolio includes faculty member, add: For faculty, it also includes questions related to tenure and promotion, and support for teaching and research.>`

The survey is your opportunity to share confidential feedback on your experience working at UBC. This will help us to identify and focus on the areas that will make the greatest difference to you and your colleagues.

Thank you,

`<Name of sender>`
Engage your team

With thousands of faculty and staff across two campuses and many work sites, one approach doesn’t necessarily fit all.

How can you best motivate and engage your department or unit to participate in the survey?

Here are some ideas:

1. Challenge a peer unit to a little friendly competition. The unit with the higher overall response rate receives bragging rights.

2. Share a post or take a photo of what makes your workplace outstanding, and share it with your team through Zoom or Teams’ instant messages.

3. Take a break and get some exercise! Grab your mobile device and complete the survey outside.

4. Book survey time. Send a calendar invite to your team as a reminder to take the survey at the same time.

   Remember, everyone will still need to use their own unique survey link.

We are here to support you

For additional support, please contact workplace.surveys@ubc.ca or reach out to your Human Resources Advisor.