



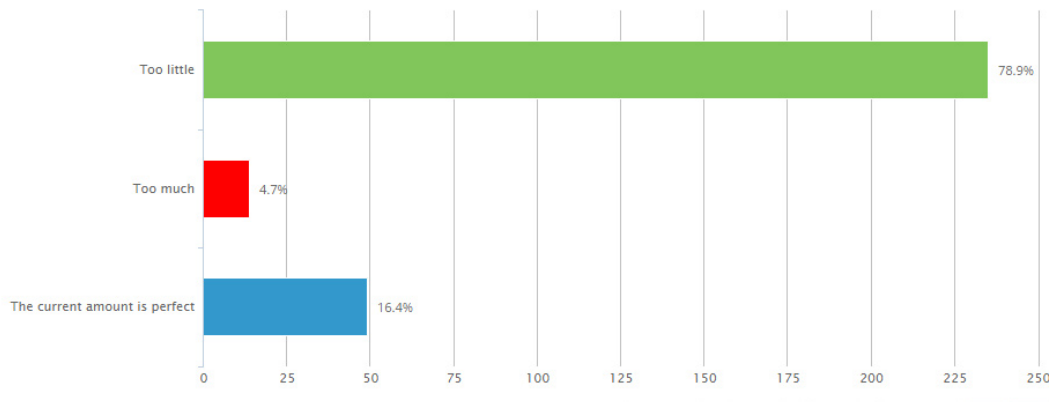
Questionnaire Results

Communications
Snapshot 2014

October, 2014



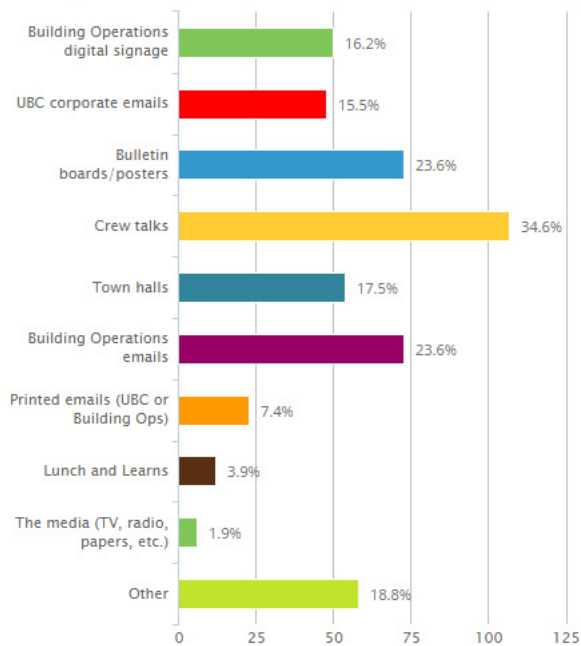
How much do you currently hear about projects, initiatives and plans of Building Operations (i.e. The Wellness Centre, vehicle emission reduction, PeopleSoft, NPS, deferred maintenance, etc.)?



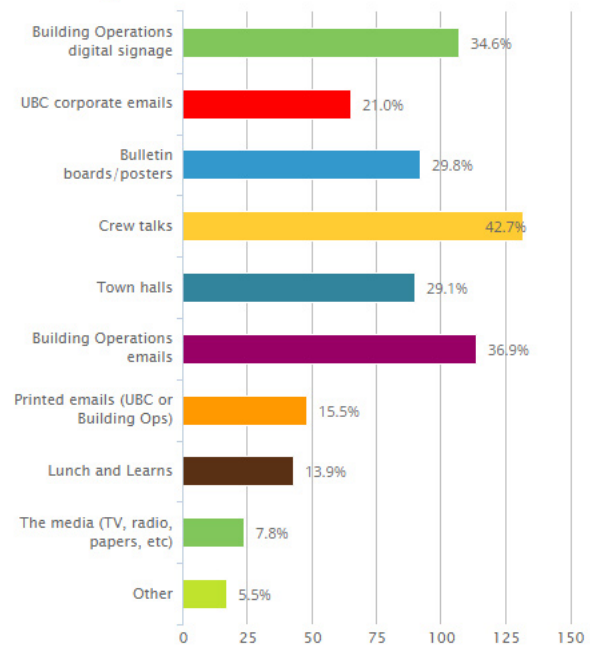
Despite everyone’s best intentions, information is not making it to you. Based on some of your feedback at the meetings, the content that is making it is not always relevant or immediately useful.

How do you currently hear information and how would you like to hear it?

How do you currently hear this information:

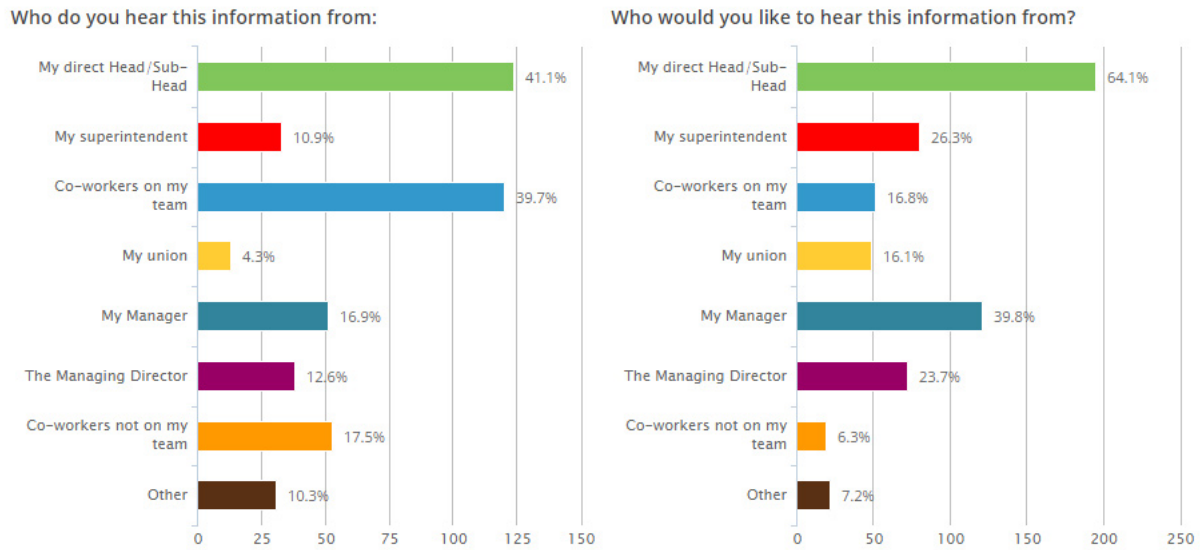


How would you like to hear this information?



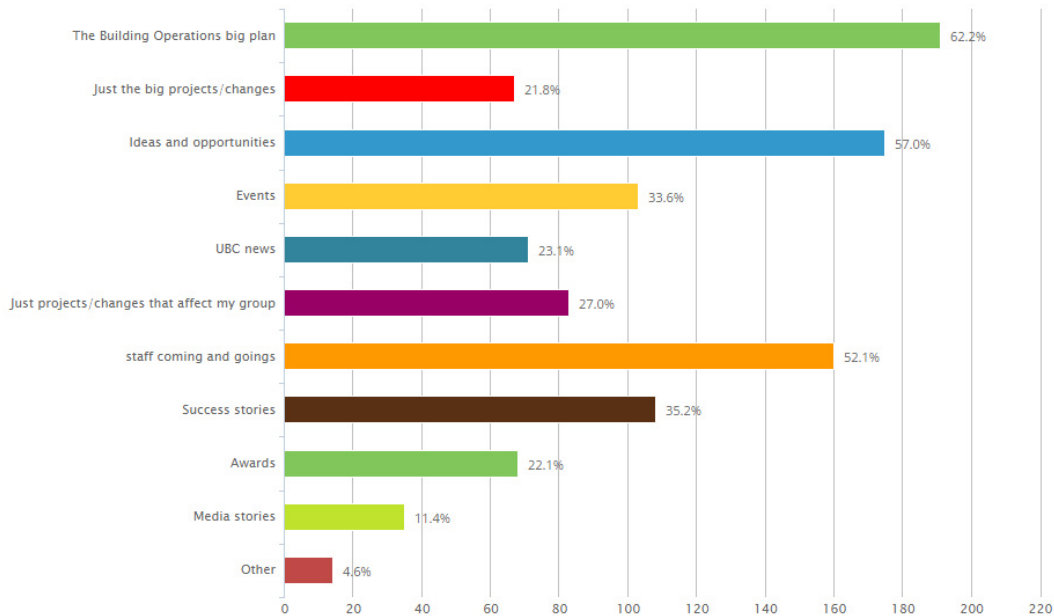
In the first question, how do you currently get information; the “other” response mostly references “gossip, grapevine or rumour”. Face-to-face crew talks/town halls show as the most effective channel with email and digital signage being underused.

Who do you currently hear information from and who would you like to hear it from?



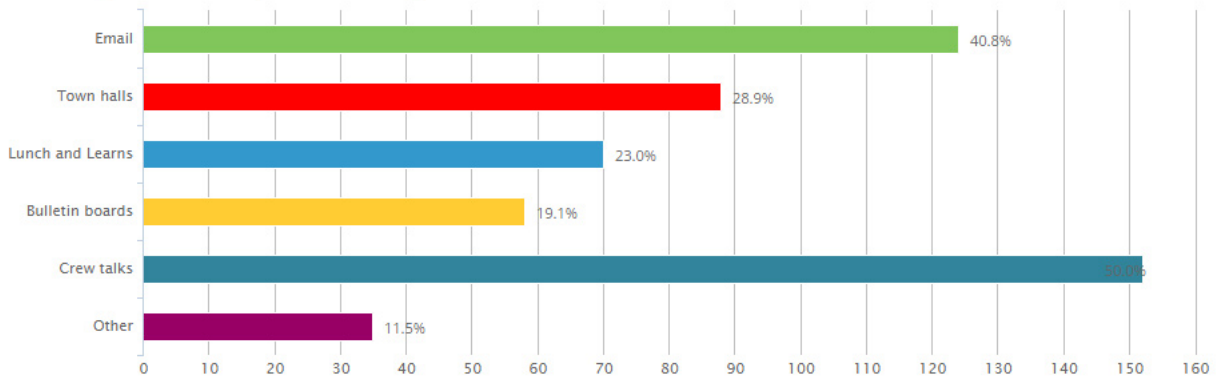
You want to hear more from your supervisors and rely less on the rumour mill. As an information source, your co-workers rate a combined 57.2%: showing the high amount that rumor or grapevine is active. The Head was the next highest source at 41.1%. When we look at how you would like to get information, the Heads jump by 23% while coworkers drop by 34.1%.

What other things would you like to hear about?



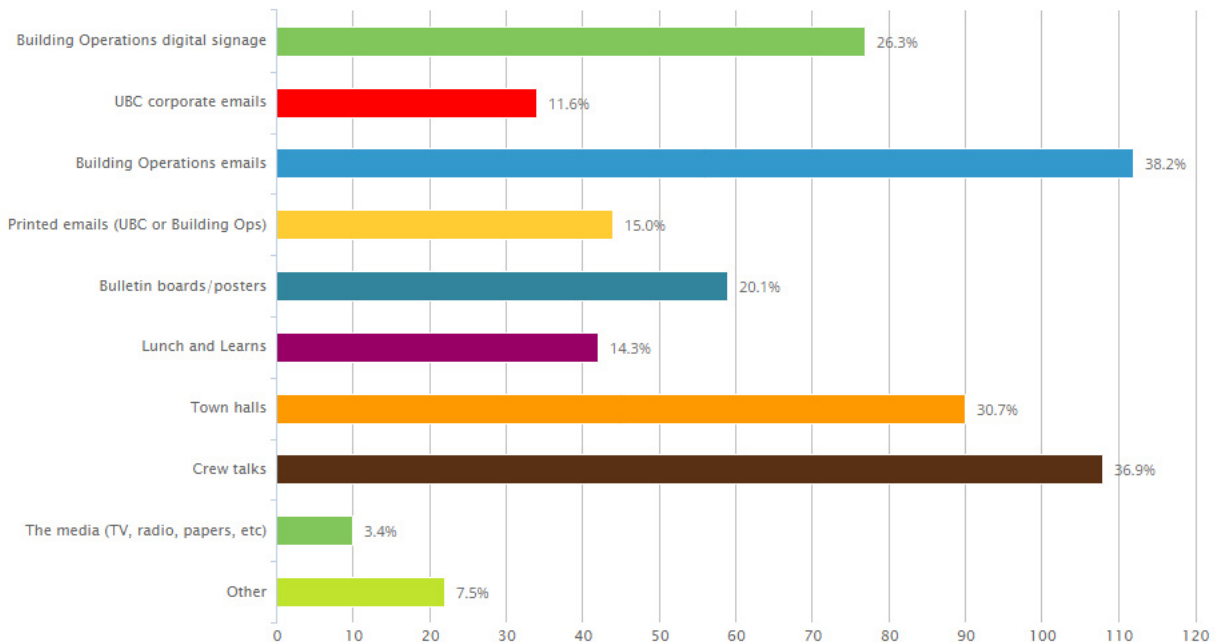
The Building Operations big plan was a surprise #1 response. The verbal feedback at the meetings indicated you are more concerned about your immediate work. However, this response shows that you also want a longer term view and to know where you are headed. The other top three, ideas and opportunities, staff comings and goings, and success stories were also well reflected in your comments.

How would you like to share your ideas and opinions?



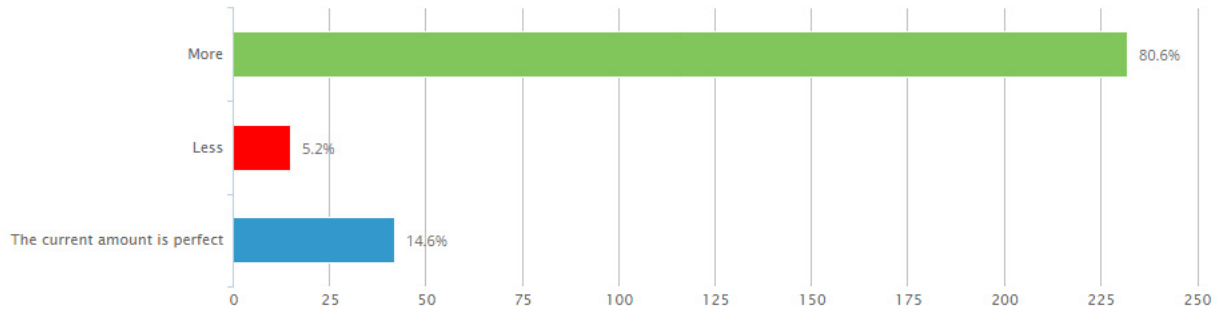
Again face-to-face is the strong preference. You would like to use crew talks (#1), Town Halls (#3), and Lunch and Learns (#4) as the way to share their ideas and opinions (the response “other” indicates mostly different types of face-to-face like “my manager” or “my supervisor”). Email (#2) had a strong showing, but is clearly less preferred than face-to-face meetings.

How would you like to hear back about how your ideas and opinions have been used?



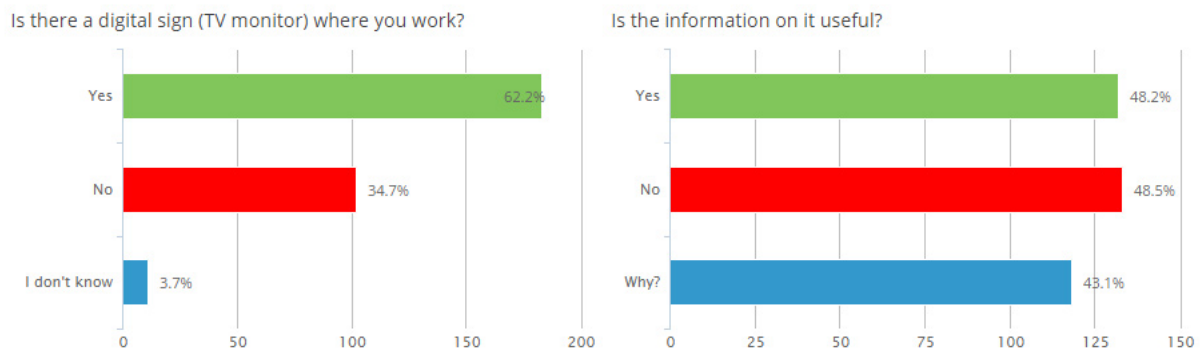
This question shows two main response types: Building Operations emails (#1) and Building Operational Digital Signage (#4) versus Crew Talks (#2) and Town Halls (#3). Based on some of the verbal feedback at the meetings, this represents the preference of using 1-way information (emails and signage) to announce low impact decisions and 2-way interactive processes (crew talks and town halls) for high-impact decisions.

How much do you want to hear about group challenges and successes in Building Operations (i.e. best practices, tips and tricks, lessons learned, success stories, etc.).



This showed up several ways in both in at the meetings and in the questionnaire. Everyone wants to better understand the Building Operations big picture and your specific place in it and how you can improve hand-offs and interaction between shops.

Is there a digital sign (TV monitor) where you work and is the information on it useful?



This question was put in to help us understand how effective the current approach to digital signage is. The best feedback was contained in the answer to the question “Why is the information on it useful/not useful”. Attached to this document is a functional mock-up design that captures the feedback received in the room about revised features for the digital signage.

Other questions

The snapshot questionnaire contained three other questions:

- What team do you consider yourself part of
- What is your employment status with UBC
- How long have you been with UBC

These questions were included so that we could look at any of the responses in the snapshot by large groups: things like long-term employees versus short-term employees or, municipal employees versus custodial employees.

For the most part the results were not that different from group to group because most of you have been here a long time, are full time, and most of your shops operate in a similar way. The only notable exception was custodial staff, which had some preferences for printed hand-outs in addition to face-to-face and email.



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This week

- Harvest Dinner on Main Mall 3:30-5:30 Wednesday, October 7
- Ponderosa Commons Road Maintenance 7:30-4:30 Tues.-Thurs., October 6 - 8
- Gurpreet's Goodbye Party @ The Point 3:30-5:30 Wed., October 7
- Apprentice Committee Meeting 2:30-4:30 Thurs., October 8
- Ponderosa Commons Road Maintenance 7:30-4:30 Tues.-Thurs., October 6 - 7
- DES construction on Lower Mall at Agronomy road 7:30-4:30 Mon.-Fri., October 6 - 10

Top Stories



October 24, 2014
2:39 PM

Main slide rotation

Curated for each shop. Custom building operations brand content. Updated as required; usually

Top Stories feed

List of short headlines curated for key shop-level items.. Updated as required;

Weather

Programmatically updated from Environment Canada.

This Week sidebar

List of key events and alerts affecting frontline work this week in this area. Updated as required; usually weekly.

Time/date

Programmatically updated.