Operations Group

UCD 'Your Voice'
Staff Survey Results

Community Survey Trends & Analysis June 2020

Agenda

- Staff Information Summary Questions 1-5
- Q6 Suggestions 1-3 Key Findings & Trends
- Staff Feedback
- Survey Analysis
- Conclusions & Next Steps

Staff Information Summary Q1-5

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- 89 Respondents completed the survey (*F-77 & M-12) with **72 respondents 'Offered Suggestions & Opinions for shaping Future Projects & Initiatives'**
- *84 identifying their roles Administrative staff across several offices of the 7 Colleges & numerous Schools.*

Group Awareness Breakdown
Email 64.7%, Workshops 39.7%, Webpage 13.2%, Colleague 42.6% indicating that word of mouth is strong among staff for raising awareness.

- *27 respondents quoted they had personally participated in a workshop.*
- *45 respondents had been informed by a colleague, with 20 respondents stating their reliance on email for all information.*

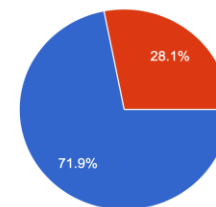Would you describe yourself as:
89 responses

94.4%
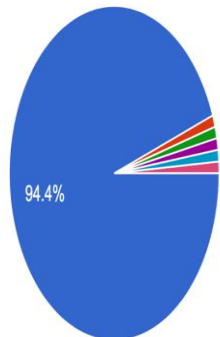
- Administrative
- Faculty
- Research
- Technician
- Professional Staff Manager
- Administrative and teaching functions
- Professional Services

Are you aware of the UCD Operations Group?
89 responses

71.9%
28.1%

- Yes
- No

'Your feedback will shape the projects and initiatives that will be undertaken to improve the operational aspects of students and staff support roles. Please use this space to share your suggestions for improvements, raise issues, or bring up any projects you would like see undertaken in the context of your day to day role'.
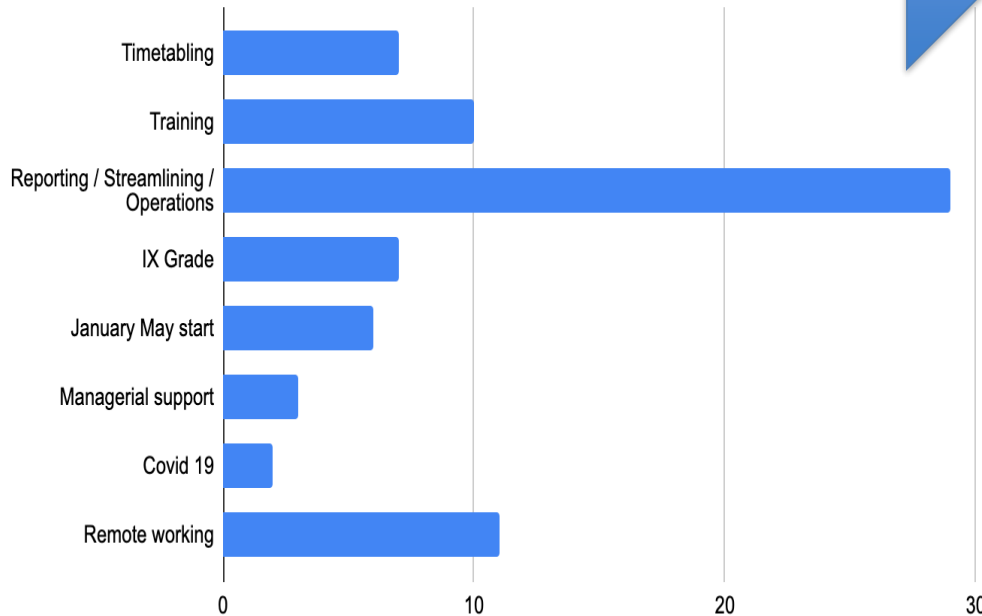
Q6 Key Findings & Trends

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Common Themes/Areas
Reported by respondents for exploring
improvements based on all 3 suggestions

Q6, 6.1 & 6.2 Trends
- 80% Respondents contributed to Suggestion 1, with a decline following at 2nd (43%) & 3rd (27%).
- 25% contributed to all 3 suggestions.
- However 1 suggestion was most common with 34% respondents requesting improvements in the areas Reporting/Streamlining/ Operations, Timetabling & Remote Working.

Chart categories (bar chart, horizontal axis 0 to 30):
- Timetabling
- Training
- Reporting / Streamlining / Operations
- IX Grade
- January May start
- Managerial support
- Covid 19
- Remote working

Staff Feedback

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Review international best practice in respect of university CRM's.

No registration associated with IX remediation which causes endless manual intervention, room for error, frustration for staff & students etc.

Remote Working - this is an opportune time from UCD to become a proactive leader in this area and take advantage of the lockdown situation and its learnings. An essential component of advancing will be ensuring that a clear and flexible policy is rolled out as soon as possible.

A student's Clinical placement record to be available on Infohub. Would be of benefit for completing verification of medical education forms. Currently such information is kept locally across several clinical sites.

Review all January and May start students to ensure equal accessibility as September starts

Currently all timetabling is looked after at School/College level and once the timetable is complete the slots are confirmed at central level. Timetabling, is time-consuming and frustrating. The task is currently manual. Is it possible to consider some algorithms/software which could make the whole process leaner and less time-consuming.

I would like to see a new form for Extenuating Circumstances which captures all relevant information which we require, and which is currently missing. I feel a lot of work needs to be done around making the Extenuating Circumstances application work better for both staff and students.

Survey Analysis

- Online Reporting Forms New: IX Grading Remediation's, Deferrals Requests, Clinical Placement Verification, Jan/May starts, Extenuating Circumstances, Leave of Absence were requested to be integrated online in Infohub.

- Online Reporting Review: RPL, Refund Policy, Scholarships & Awards, & CRM Engagement.

- New Policies & Existing Development: Focus on Green Campus Initiatives i.e. Paperless Offices, Access beyond Module Coordinator roles to Gradebook & Curriculum Management System, deploying Engagement Strategies & clarity on the Continuation process for students. Also the development of a HR Flexible Working from Home Policy .

- Training & HR Topics: Finance & Accounts Payable systems, Crisis & Professional Welling Support , Banner 9, Online & Blended Learning resources, Timetabling process, Job Framework /Sizing/Description.

- Resource Planning: Bike Lockers, AV equipment, PPE, Lecture Capture , investing in Timetabling software.

Conclusion & Next Steps

The next phase will be to scope the proposed projects areas based on the findings. We will issue a communication via email when this process is complete. Keep an eye on our website for input further activities.

Operations Group

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Thank you to all respondents who engaged with the 'Your Voice' survey June 2020. We value your feedback. Further suggestions can be made via our email and google chat options.