



**RETURN TO RESEARCH PLAN**

**SATISFACTION AND FEEDBACK SURVEY SUMMARY REPORT**

**Office of the Vice-President (Research)**

**December 15, 2020**

Created by

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## SATISFACTION AND FEEDBACK SURVEY SUMMARY REPORT

The following report is a comparison of the surveys issued in July and November to assess changes and necessary points of action.

### Conclusions

Some conclusions came from data available on this report and some came from common themes from comments to the November survey.

The following things did not significantly change from July to November:

- Level of satisfaction with the Return to Research Plan;
- Level of satisfaction with the Risk Assessment approval process;
- Level of satisfaction with the communications;
- Level of comfort of researchers that have returned to research

### *Covid fatigue*

The survey issued in November had fewer responses compared to July, more respondents did not complete the survey, and the responses were overall more polarized. This, combined with the tone of several comments, point to the effect of the so called “covid fatigue”.

<b>Number of responses to each survey</b>		
	<b>July</b>	<b>November</b>
Full responses	111	46
Partial responses	7	46
Total responses	118	92

### *Community research*

One of the common themes that emerged from the comments to the November survey was concerns regarding community research. Several changes implemented with Phase 3 at the beginning of September were specifically aimed at permitting more community research. Were

the Phase 3 changes not adequately communicated? Were those changes not effective (i.e. did they miss the mark)? There appears to be a disconnect somewhere that should be addressed.

#### *Risk Assessment process still taking long*

Comments in July pointed to the Risk Assessment process taking excessively long. Even though the VPR's Office, the Risk Assessment Committee and the Research Office were able to reduce the average elapsed time from the committee's meeting to the final notification to approximately 7 days, similar comments appeared again in November.

#### *Communication*

Back in July it was already identified the need to reach graduate students more effectively with communications. Process improvements were put in place. Satisfaction data and comments received in the November survey indicate this is still an issue.

#### *Male / female difference in ability to return to research*

From November's survey, results from the ability to return to research split by sex indicated more respondents identifying as female not being able to return to research than respondents identifying as male. Some of the comments received helped clarify potential barriers to resuming research activities, such as lack of child care support, excessive teaching load, and being unable to find participants.

#### *Compliance*

The self-evaluation of compliance showed researchers are mostly comfortable with the current health & safety guidelines and seem to be easily following them. The main struggle point is the schedules: due to each faculty having a different process to manage them, it is difficult to provide researchers with consistent and cohesive communications.

### **Recommendations**

#### *What is happening with community-based research? Let's talk.*

To begin to understand the apparent disconnect between what we believed the Phase 3 guidelines allowed and what is being experienced by community-based researchers, we would like to initiate a discussion; perhaps starting with December 18's town hall.

*Communication – need to reach grad students better*

Investigate new or different ways to reach graduate students with the important messaging they require.

**Demographics**

July’s survey did not include a demographic block. Regarding November’s survey, the characteristics of the respondents are listed below:

- University role:
  - 65.2% of respondents were Faculty members,
  - 23.9% were graduate students and
  - 10.8% were research assistants or other roles;
- The three faculties with most respondents were:
  - Science (47.8%),
  - Engineering and Applied Sciences (15.2%), and
  - Arts (10.9%).
- Sex:
  - 54.3% of respondents identified as male,
  - 34.8% identified as female, and
  - 10.9% preferred not to disclose this information.

**Ability to return to research**

	<b>July</b>	<b>November</b>
Able to	56.9%	83.3%
Not able to	43.1%	16.7%

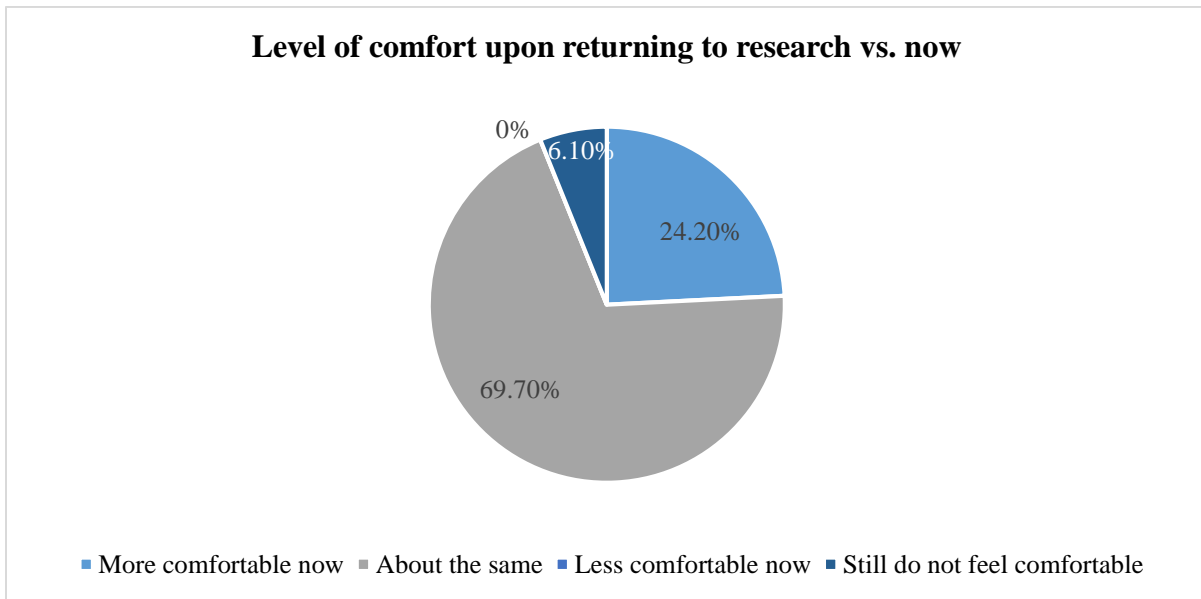
Splitting by sex, November’s survey had 2 respondents who identify as male unable to return to research, while 5 respondents who identify as female were in a similar situation.

**Level of comfort returning to research**

In July:

	<b>July</b>
Comfortable	76.19%
Neutral	14.29%
Not comfortable	9.52%

In November:



Most respondents expressed comfort upon returning to research and November’s survey reiterates July’s result. The vast majority of researchers feel as comfortable, or even more comfortable returning to research now, compared to when they first returned. The fact that there were no responses expressing less comfort now is also positive.

**Level of satisfaction with the return to research plan**

	<b>July</b>	<b>November</b>
Satisfied	76.07%	67.2%
Neutral	12.82%	16.4%

Dissatisfied	11.11%	16.4%
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**Level of satisfaction with the Risk Assessment approval process**

	<b>July</b>	<b>November</b>
Satisfied	73.81%	78.8%
Neutral	19.05%	9.1%
Dissatisfied	7.14%	12.2%

**Level of satisfaction with communications**

Regarding the Return to Research plan

	<b>July</b>	<b>November</b>
Satisfied	75.22%	80.3%
Neutral	12.82%	6.6%
Dissatisfied	11.96%	13.1%

Regarding the Risk Assessment approval process

	<b>July</b>	<b>November</b>
Satisfied	64.28%	78.8%
Neutral	19.05%	12.1%
Dissatisfied	16.66%	9.1%

**Self-evaluation of compliance**

	<b>Extremely agree</b>	<b>Somewhat agree</b>	<b>Neither agree nor disagree</b>	<b>Somewhat disagree</b>	<b>Extremely disagree</b>
I have provided the Research Office with a schedule along with my risk assessment application	51.5%	27.3%	15.2%	0%	6.1%

I have been keeping my schedule updated with my Faculty/Dean	21.2%	18.2%	33.3%	15.2%	12.1%
I have been keeping my schedule updated with the Research Office and/or Office of the Vice-President (Research)	33.3%	21.2%	15.2%	21.2%	9.1%
I did not struggle to comply to the new masking guidelines on campus	78.8%	15.2%	0%	3%	3%
I know where to find necessary information about the risk assessment process, amendments and schedules, as well as Health & Safety guidelines	39.4%	42.4%	9.1%	6.1%	3%
My research staff and I have had no trouble with coordinating our schedules	63.6%	9.1%	3%	12.1%	12.1%
My research staff and I have had no trouble sanitizing our environment before/after using the space and equipment	48.5%	15.2%	18.2%	6.1%	12.1%
I am satisfied with the COVID-19 Health & Safety Guidelines	54.5%	36.4%	0%	3%	6.1%