

Financial Operations: Communications Snapshot

Survey Results, June 2019

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BACKGROUND

In May, 2019, the VPFO Communications team prepared a survey for Financial Operations to take a snapshot of the employee experience of communications within that unit. The survey was deployed through Qualtrics to 130 staff (N=130), as identified through the FinOps ML Vancouver Global Address List, on May 30, and was available until June 16th. There were 77 overall responses from anonymous users (n=77, 59.2%), although not all questions were answered in full by each respondent.

SUMMARY OF FINDINGS

[Employees within FinOps do not feel particularly well informed](#), and have an appetite for more information on a more regular basis.

Between 60% and 70% of respondents feel at most only “A little informed” about activities within or affecting FinOps, or activities affecting UBC as a whole.

[FinOps employees currently receive information from a range of sources](#), but rely heavily on face-to-face interactions with supervisors, managers and co-workers. [In general they would like more information, more regularly](#). Specifically they would prefer to hear [more information from Senior Leadership and the FinOps admin team](#).

5 out of the 6 most used channels of information necessitate face-to-face interaction

[Employees rated their “access” to information largely as reasonable](#), suggesting that it is the delivery and regularity of communication that should be a target area of improvement.

Over 65% of respondents claimed to have at least “reasonable access” to information.

[When asked about what type of content they would like to be kept informed about](#), strategic updates about their area, other areas within FinOps and the VPFO were popular, along with opportunities. Softer content like Kudos and Awards was ranked lowest, however it still received a significant portion of votes. This trend was generally consistent when asked about content for specific channels ([FinOps newsletter](#) and [Digital Signage](#)), with some slight variation.

[When asked about how they would like to supply feedback](#), and hear about progress on their feedback, “team meetings” and “directly from managers” came out on top. They also value the ability to provide anonymous feedback.

Sharing ideas and opinions with managers or in team meetings received 40% of the vote.

[Existing newsletters are well subscribed to](#), and should a FinOps newsletter be created, the desired content for it closely follows the type of information employees would more generally like to be informed about.

85% of respondents currently receiving both the VPFO newsletter and UBC Today

[FinOps employees are somewhat aware of existing digital signage](#) around UBC, with around half indicating they had seen it in place. Though 18% claim to not know, suggesting understanding of what digital signage is may not be universal.

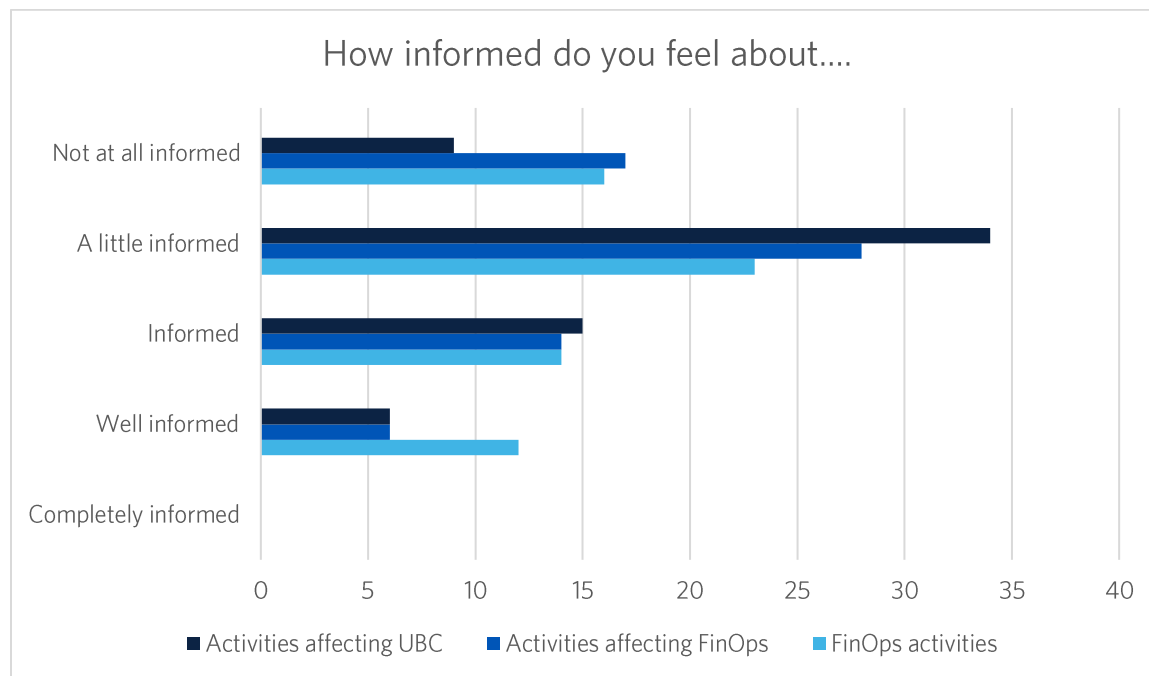
48% of respondents have seen digital signage around UBC.

FINDINGS

Q1 - On a scale of 1 to 5, how informed do you feel about the key projects, initiatives, and activities within Financial Operations?

Q2 - On a scale of 1 to 5, how informed do you feel about the key projects, initiatives, and activities affecting Financial Operations (eg. university policies, IRP, etc.)?

Q3 - On a scale of 1 to 5, how informed do you feel about the key projects, initiatives, and activities affecting UBC?

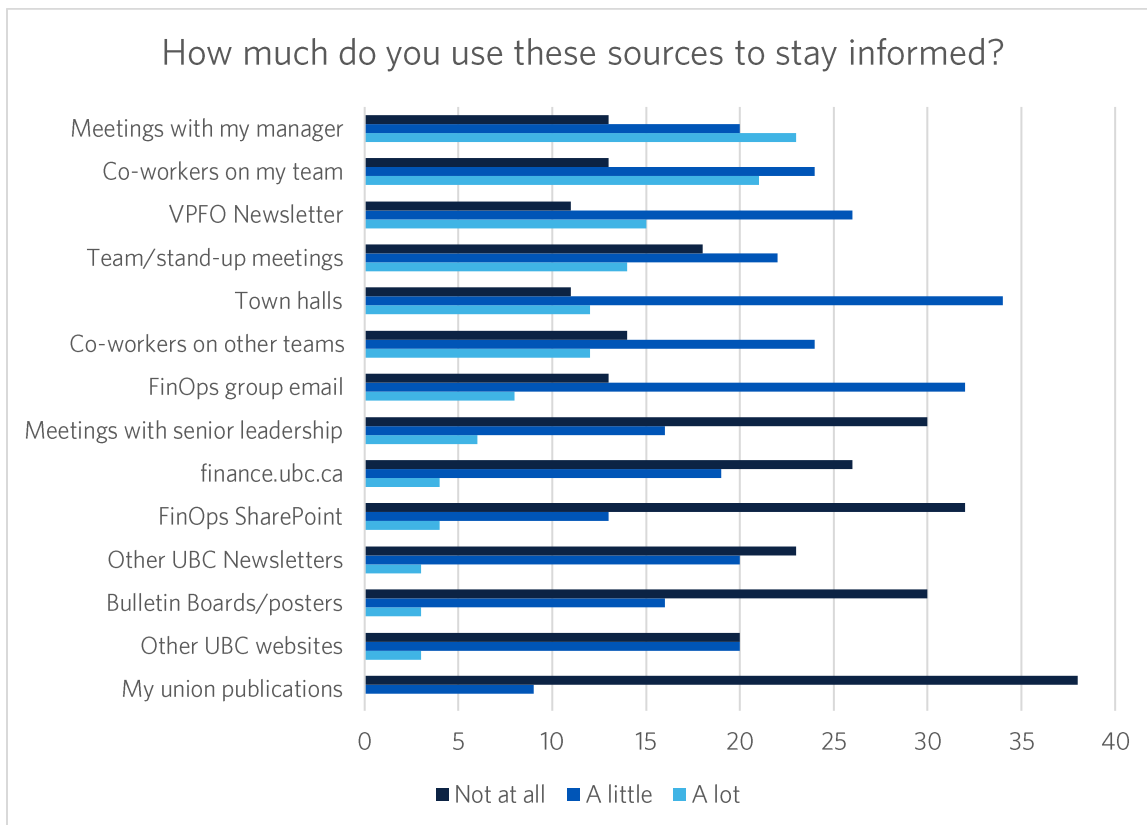
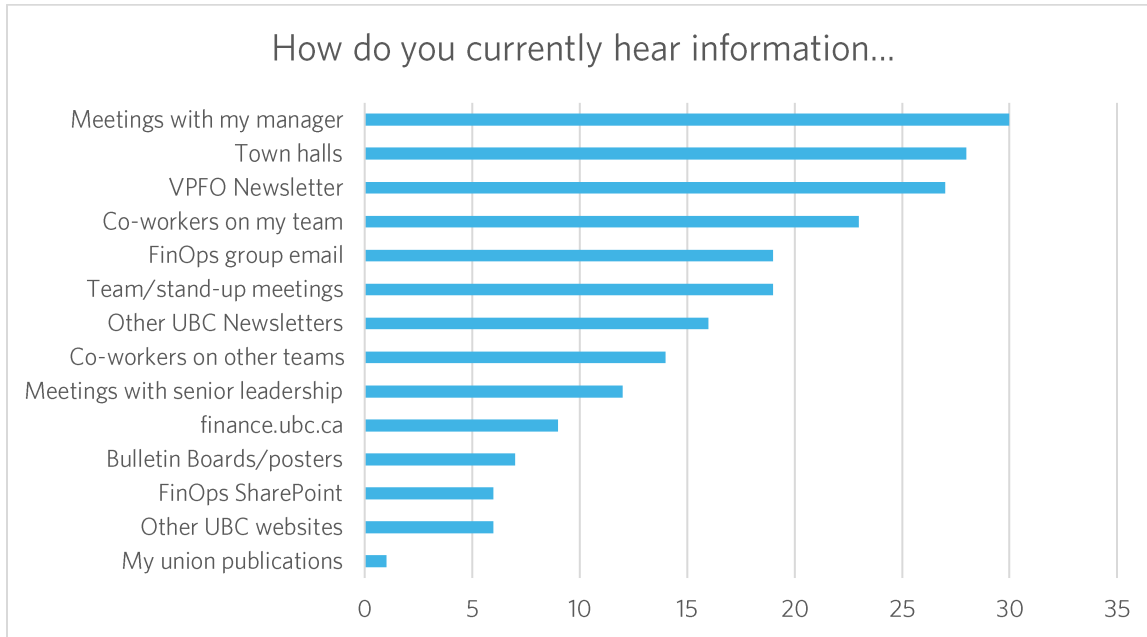


No respondents feel completely informed about activities affecting FinOps, UBC, or FinOps owned activities. Between 60% and 70% of respondents feel **at most** only "A little informed".

In general, Employees within Financial Operations (FO) do not feel informed about key projects, initiatives, and activities within or affecting FO. Although they do feel slightly better informed about UBC activity, there is still work to do.

Q4.1 - How do you currently hear information about Financial Operations' goals, initiatives, projects, results, and updates (eg. unit news, announcements, KPIs, success stories, Procurement Modernization, SDM, etc.)? Check all that apply.

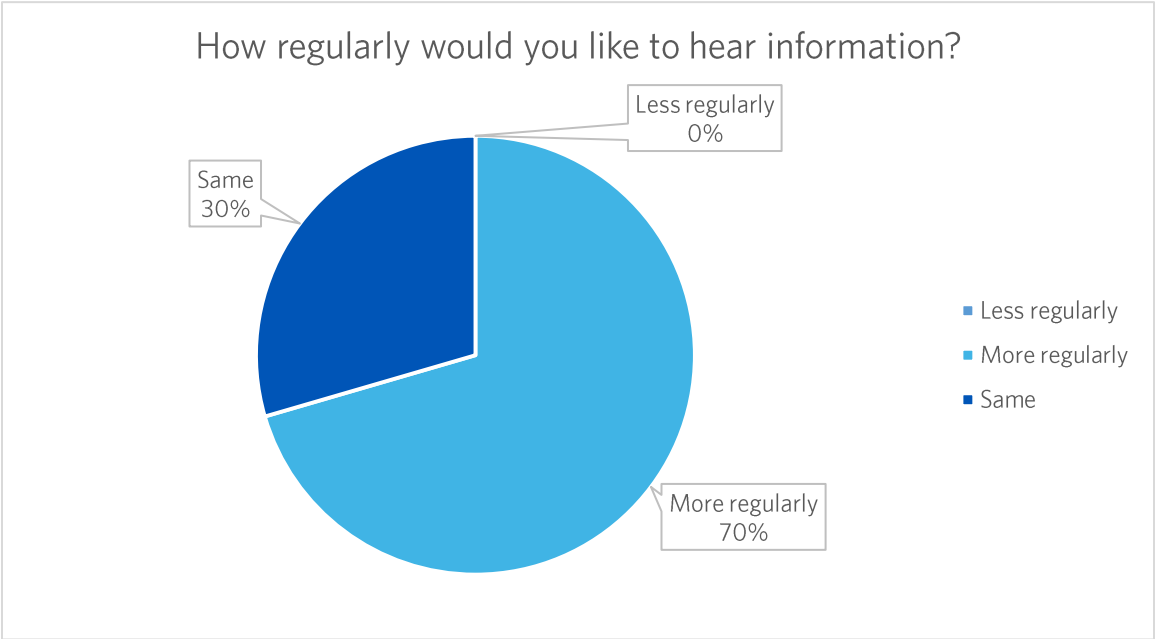
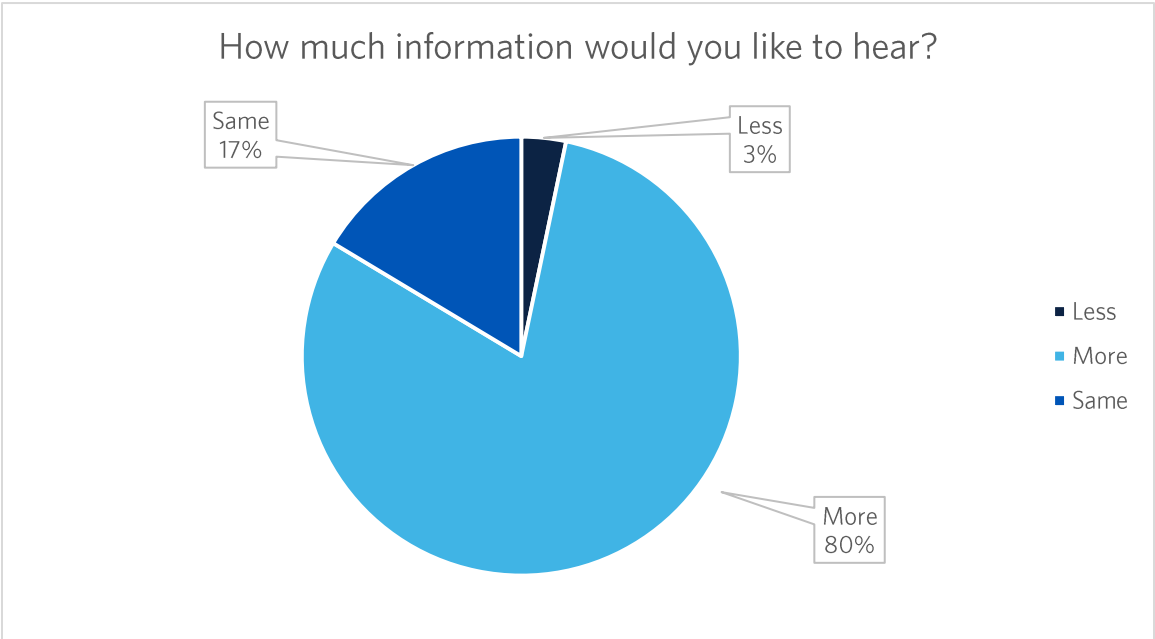
Q6 - How much do you currently use the following sources to stay informed about Financial Operations' goals, initiatives, projects, results, and updates (eg. unit news, announcements, KPIs, success stories, Procurement Modernization, SDM, etc.)?



There is no standout source that FinOps employees use for their news, they seem to get information from a range of sources. Most of the top sources rely on interaction with other people, five out of the top six most used news sources rely on face-to-face communication. This could result in inconsistent and unreliable messaging, as well as being time intensive and inefficient.

Q5.1 - Compared to what you receive today, how much information would you like to hear?

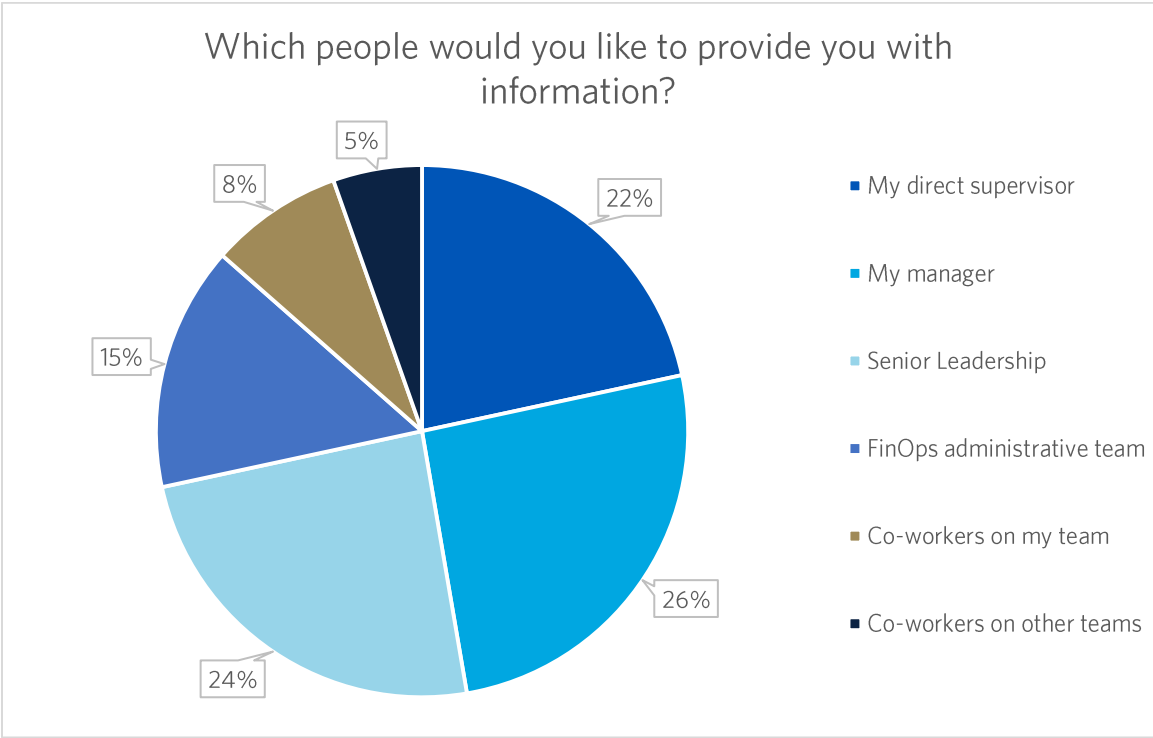
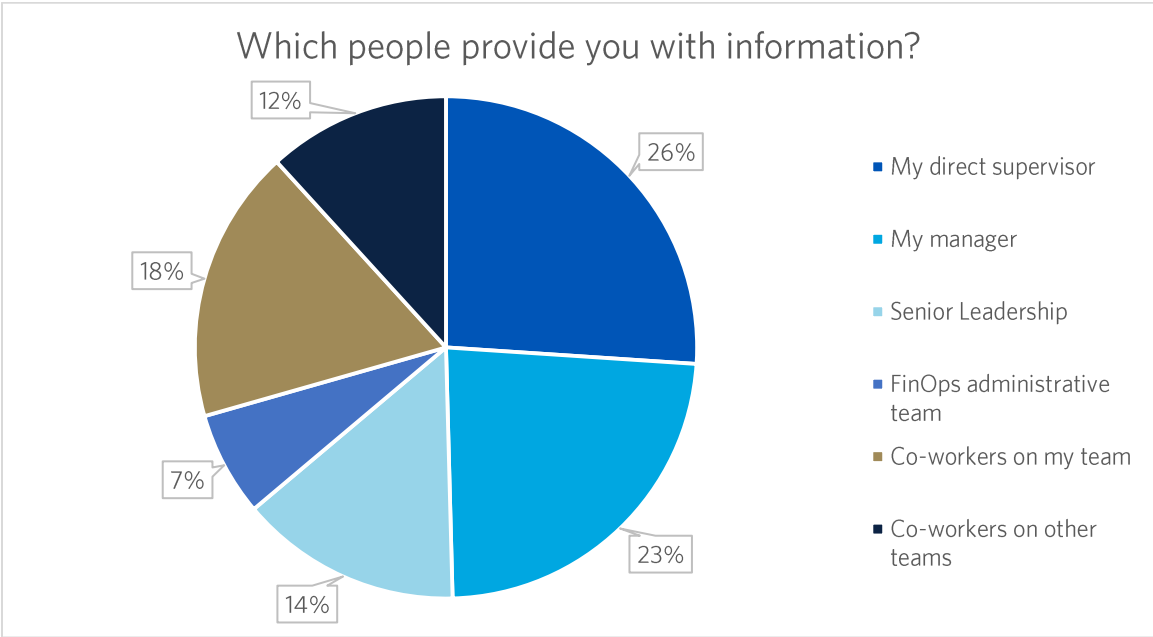
Q5.2 - Compared to what you receive today, how regularly would you like to hear information?



Employees within FinOps want to hear more information, and they want to hear it more regularly with over 80% and over 70% selecting these options respectively.

Q7.1 - Which people currently provide you with information about Financial Operations' goals, initiatives, projects, results, and updates (eg. unit news, announcements, KPIs, success stories, Procurement Modernization, SDM, etc.)? Check all that apply.

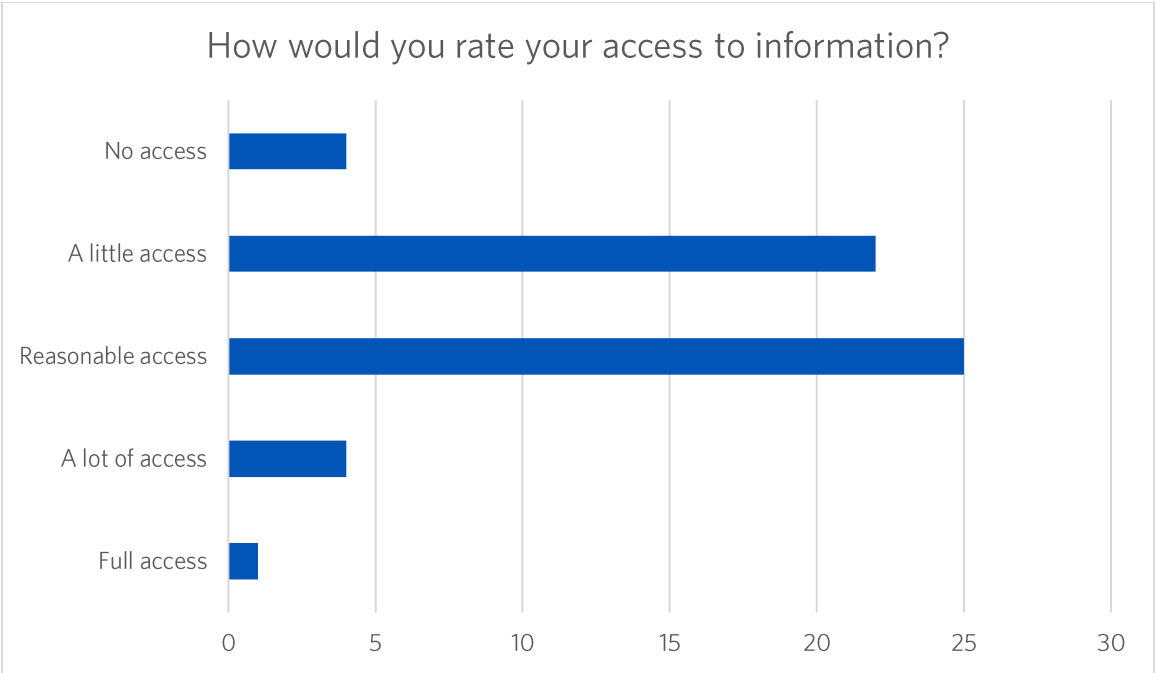
Q8.1 - Which people would you like to receive information from about Financial Operations' goals, initiatives, projects, results, and updates (eg. unit news, announcements, KPIs, success stories, Procurement Modernization, SDM, etc.)? Check all that apply.



Unsurprisingly managers and direct supervisors are the main providers of information for FinOps employees, accounting for half of the information received. Team members are the next most common source with 18%.

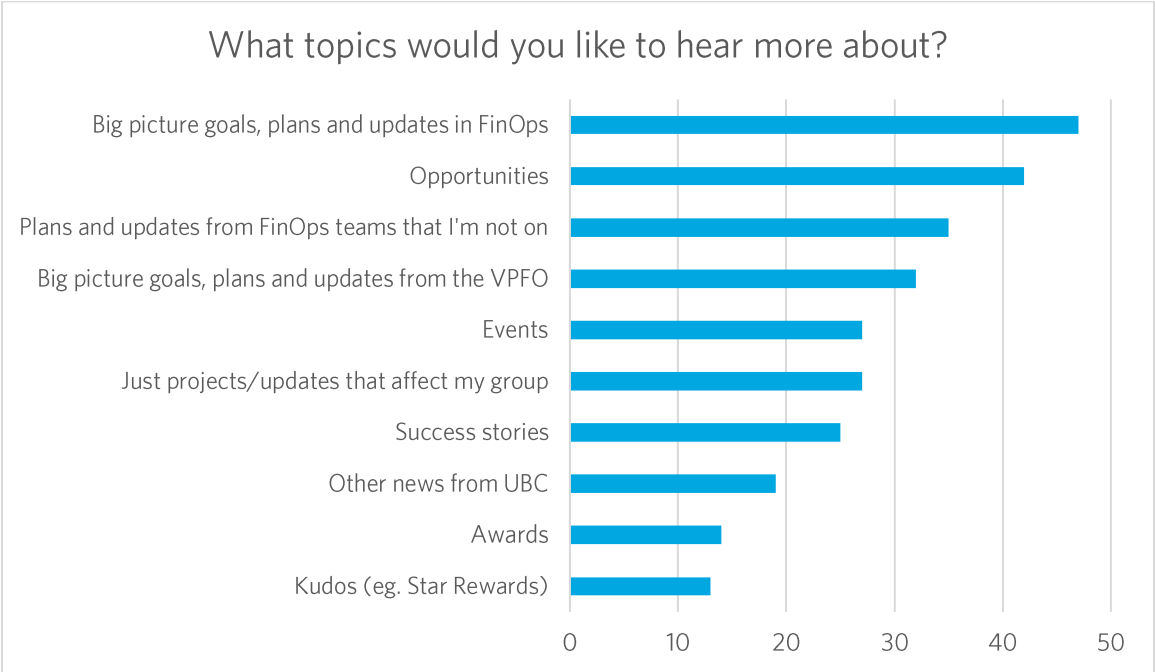
When compared with who FinOps employees *would like* to hear from, the manager/direct supervisor majority is maintained, but there is a desire to receive more information from Senior Leadership and the FinOps admin team, with a 10% and 8% increase respectively. Less importance is placed on information from Co-workers, which is almost halved when comparing actual to desired receipt of information.

Q9 - On a scale of 1 (no access) to 5 (full access), how would you rate your access to information about the key projects, goals, initiatives, and updates of Financial Operations?



FinOps employees have mixed feelings about the level of access they have to information. The vast majority feel they have somewhere between reasonable and a little access, with almost 85% of respondents selecting one of those two options.

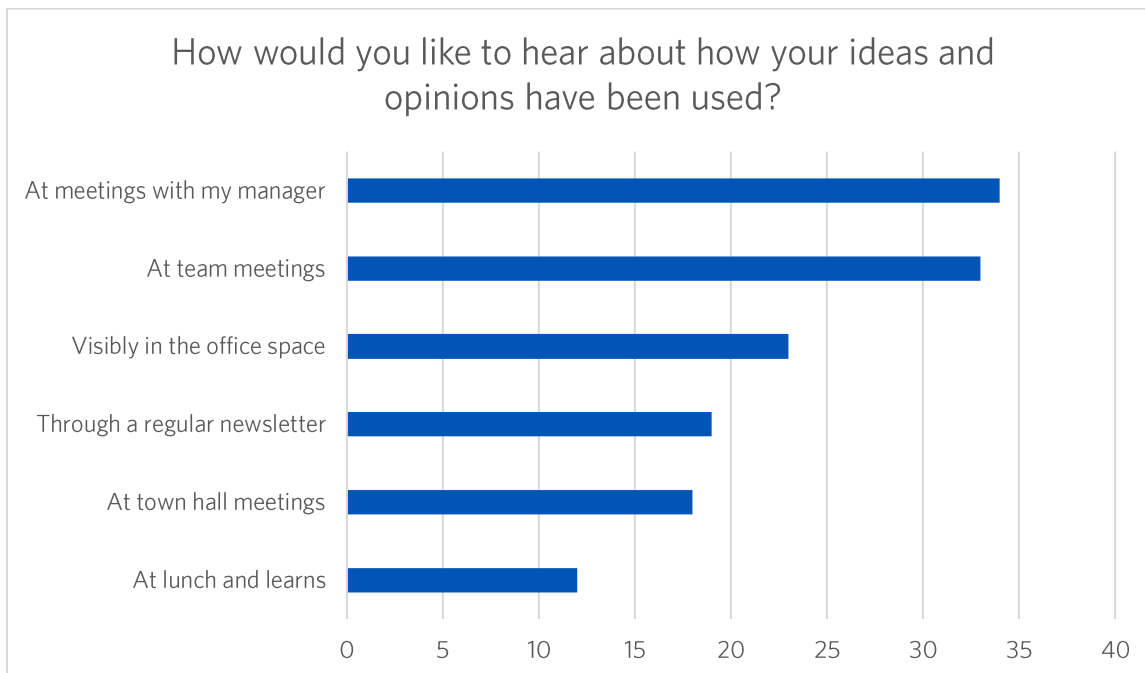
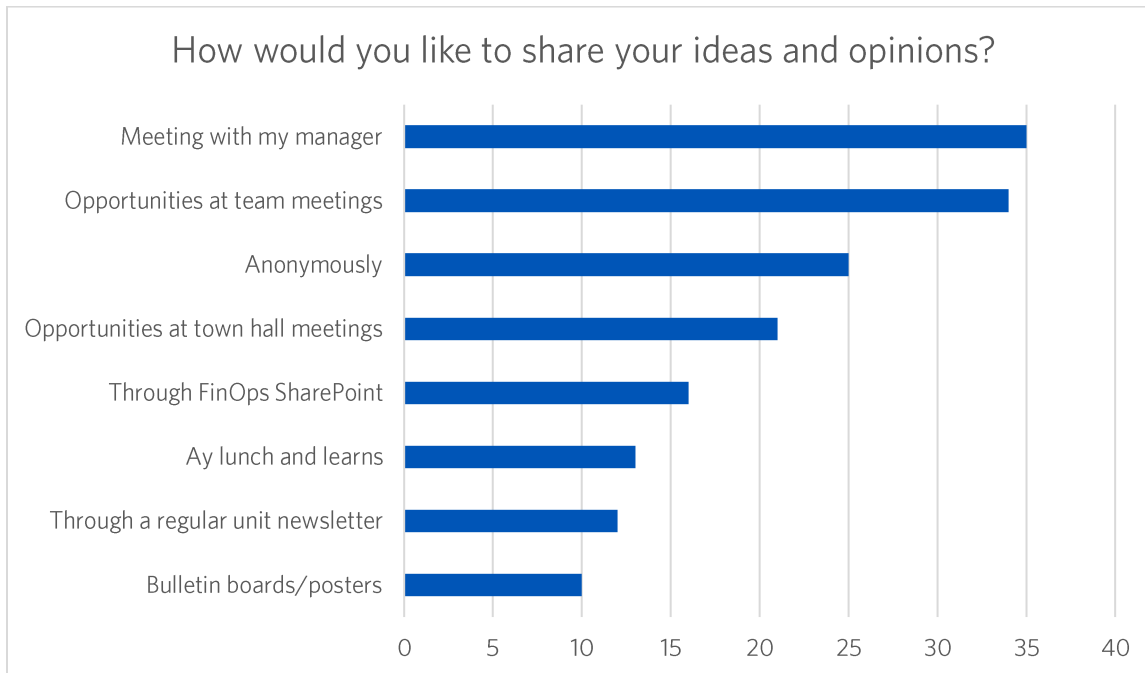
Q10.1 - What topics would you like to hear more about in Financial Operations?



FinOps employees seem to be interested in strategic updates from the rest of FinOps and the wider VPFO. Importance is also placed on opportunities. They seem less interested in softer content, for example Kudos and Awards, though it should be noted that this type of content still received a significant number of votes.

Q11.1 - How would you like to share your ideas and opinions in Financial Operations? Check all that apply.

Q12.1 - How would you like to hear back about how your ideas and opinions have been heard and used? Check all that apply.

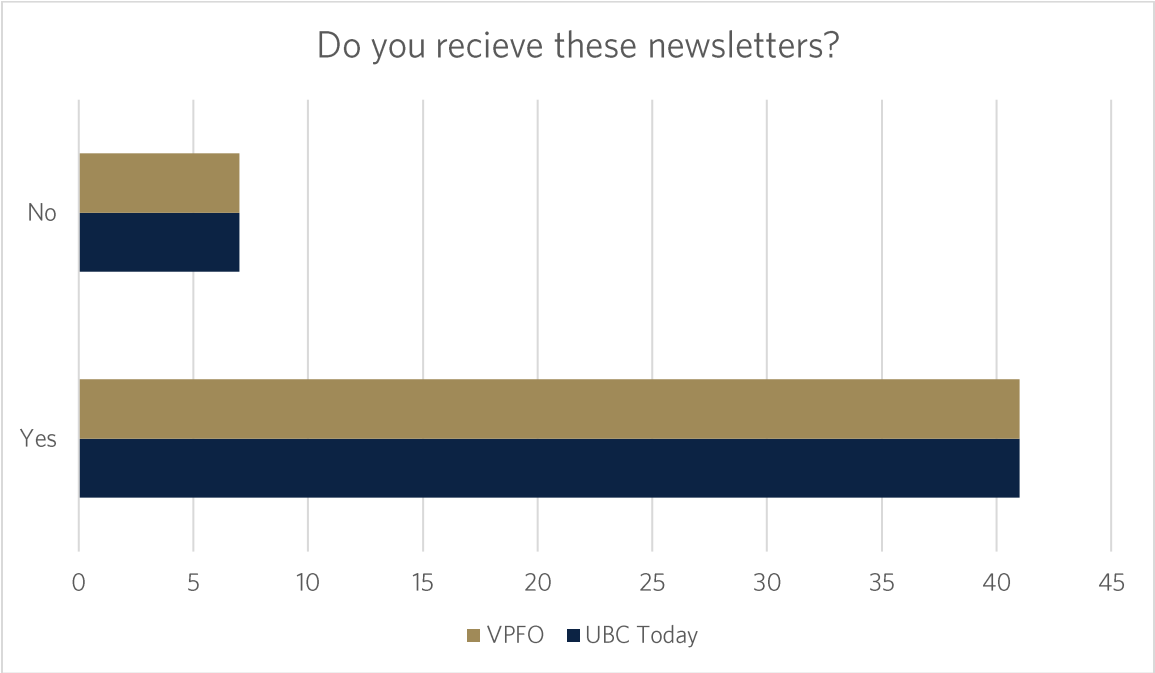


FinOps employees seem most comfortable sharing their ideas and opinions within their teams; sharing directly with their managers and in team meetings made up over 40% of responses. Importance is also placed on the ability to provide anonymous feedback, which received with 15% of the votes.

Meetings with managers and team members seem to be the most popular choice to hear about how feedback has been used as well, with these options sharing 48% of responses. None of the options of this questions scored poorly, with only Lunch and Learns receiving below 13% of the vote (9%), suggesting that FinOps employees would like to hear about their feedback through a variety of channels.

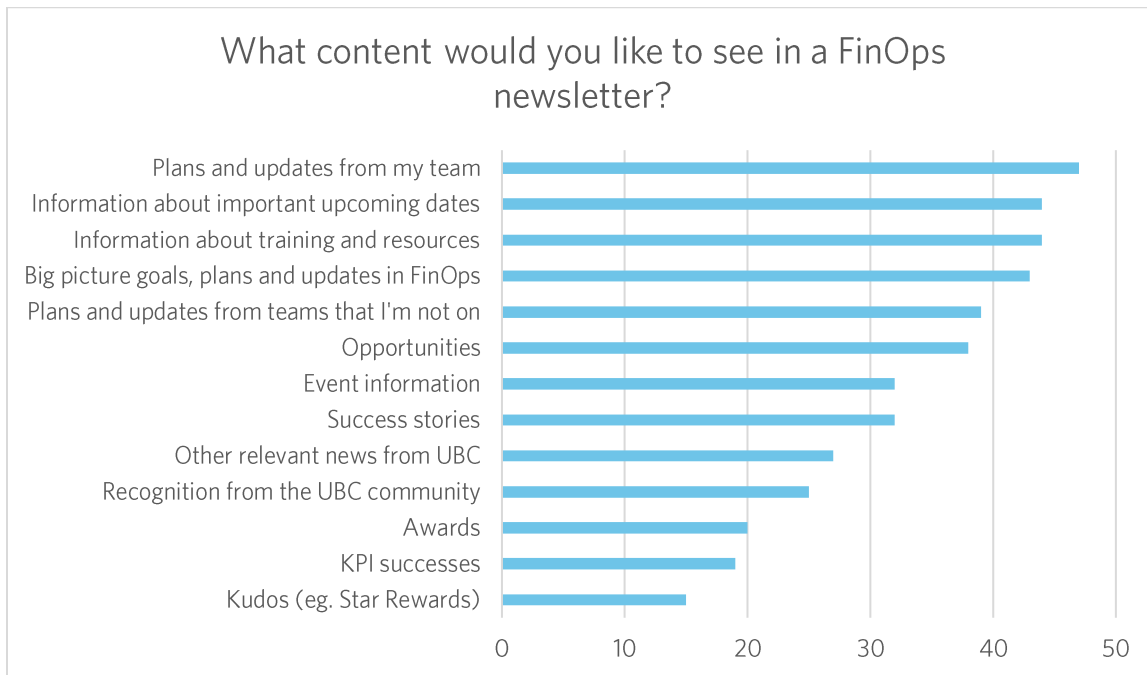
Q13.1 - Do you receive the VPFO Newsletter?

Q13.2 - Do you receive the UBC Today Newsletter?



Existing newsletters are well subscribed to with 85% of respondents currently receiving both the VPFO newsletter and UBC Today respectively. A number of other newsletters are received by FinOps employees, though none are overtly popular.

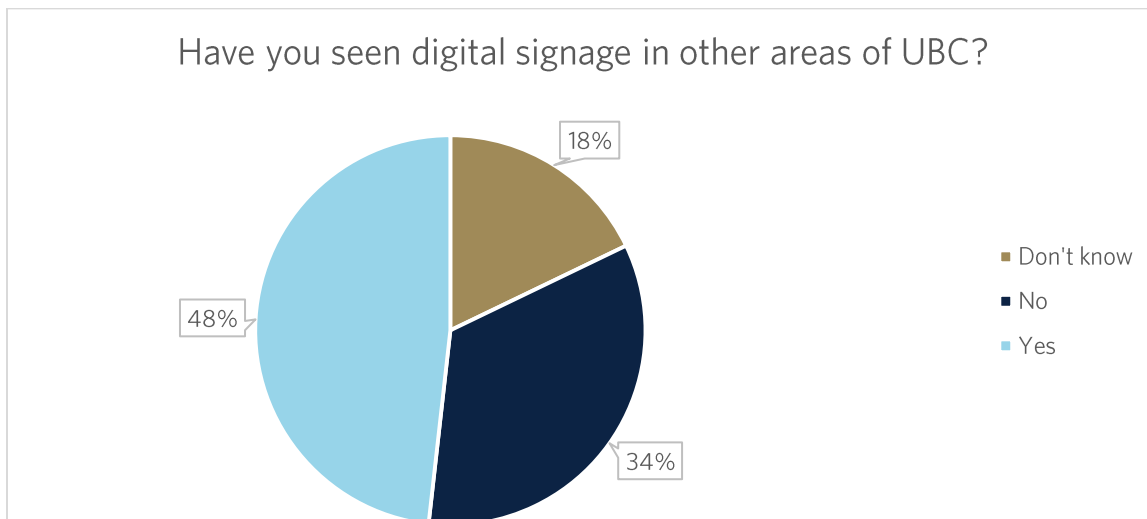
Q14.1 - If there was a Financial Operations Newsletter to keep staff connected and informed, what information would you like to see included? Check all that apply.

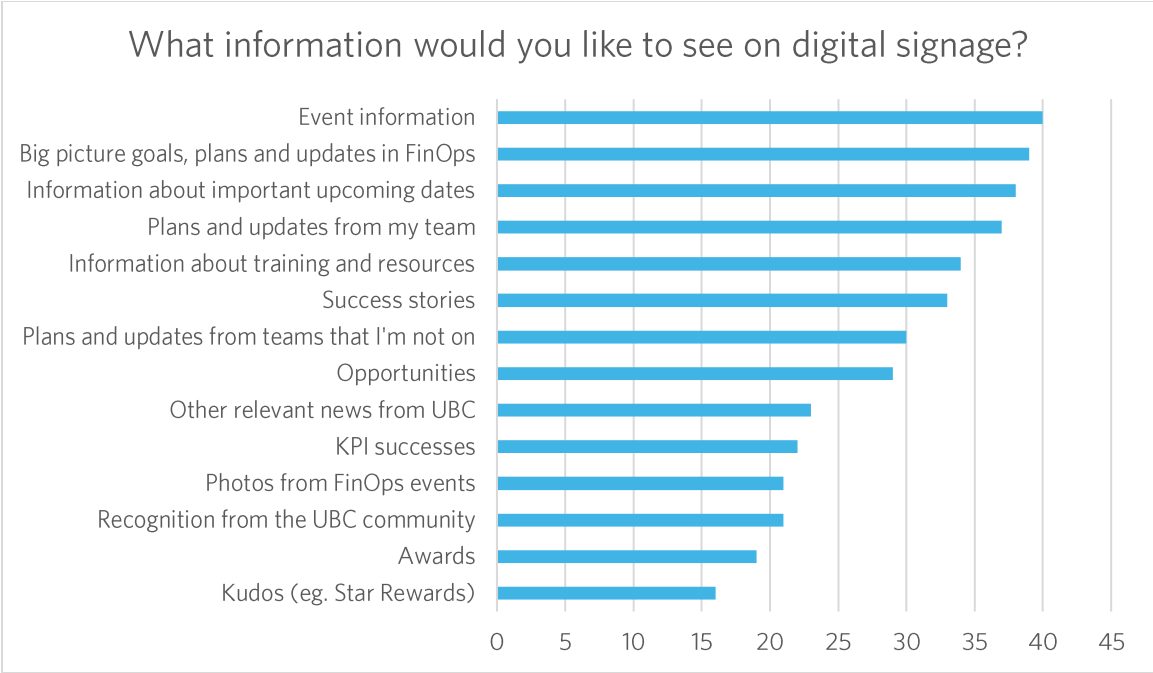


Should a FinOps newsletter be created, a broad range of topics would be well received by the audience. The top six choices all received between 9% and 11% of the vote. The lowest ranked topic (Kudos) still received 15 votes.

Q15.1 - Have you seen digital signage screens in other areas at UBC?

Q15.2 - We will be incorporating digital signage at our main office and at the new Wesbrook location to keep staff connected and informed. What information would you like to see included? Check all that apply.

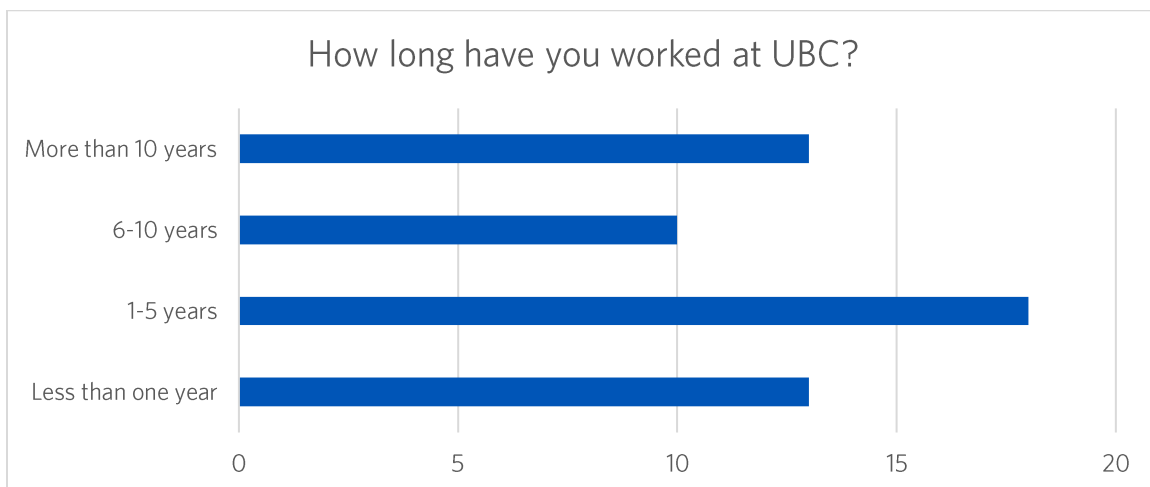
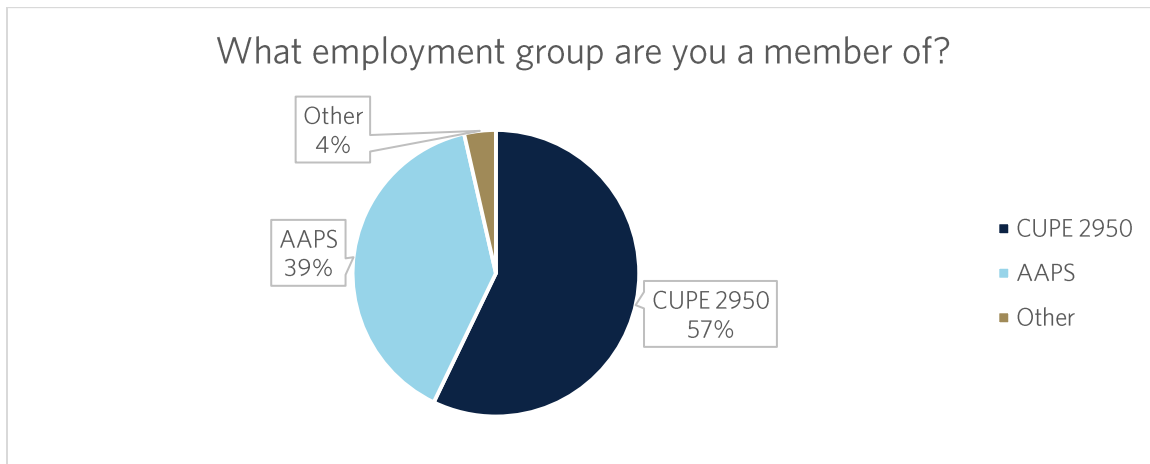
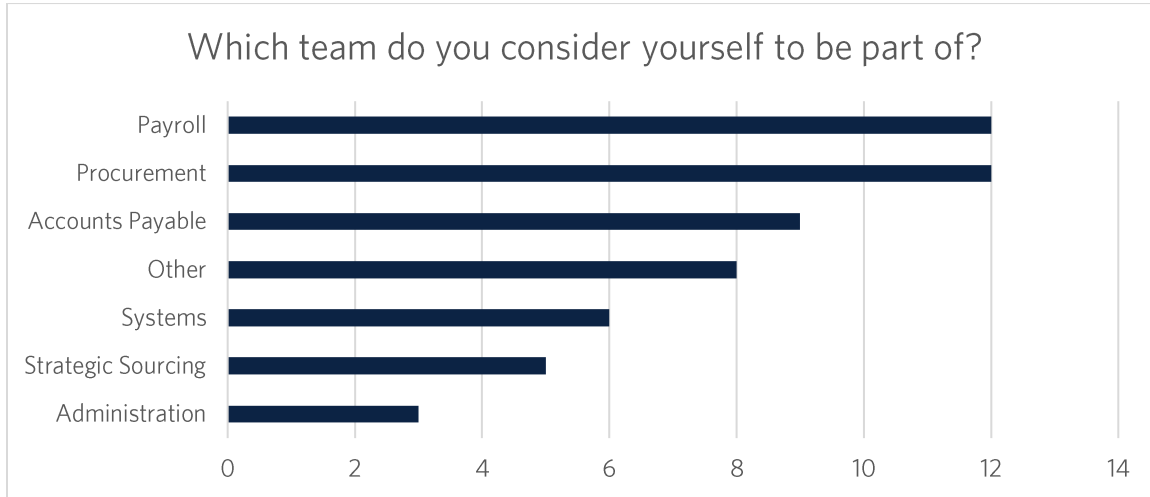




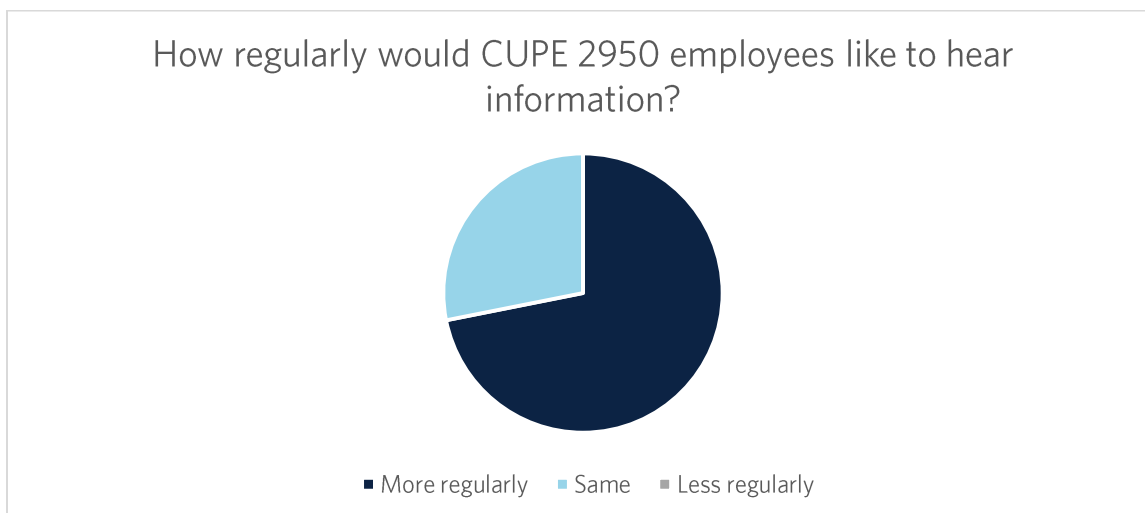
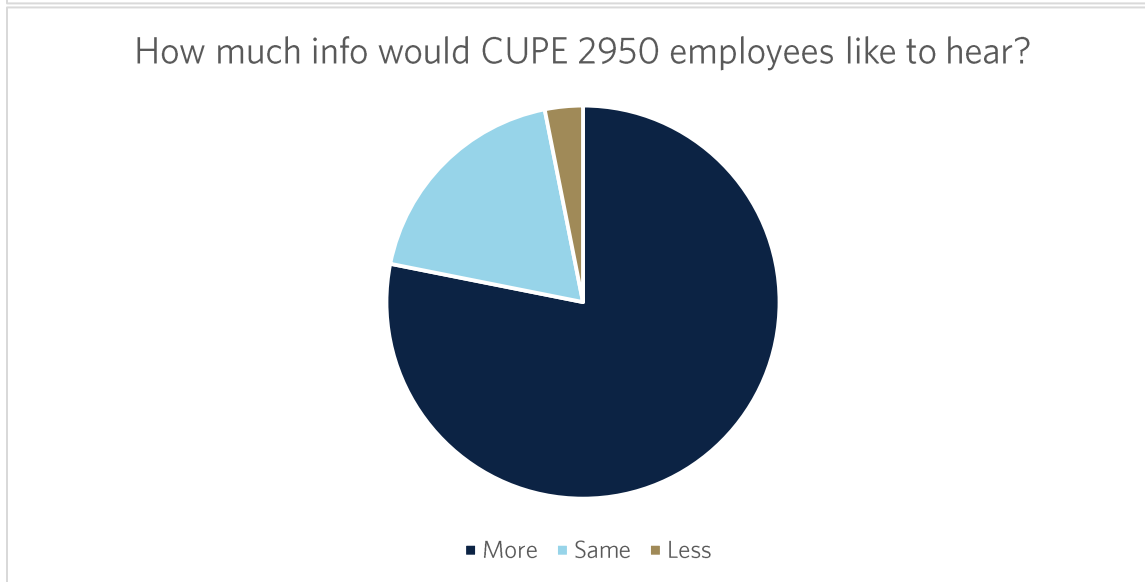
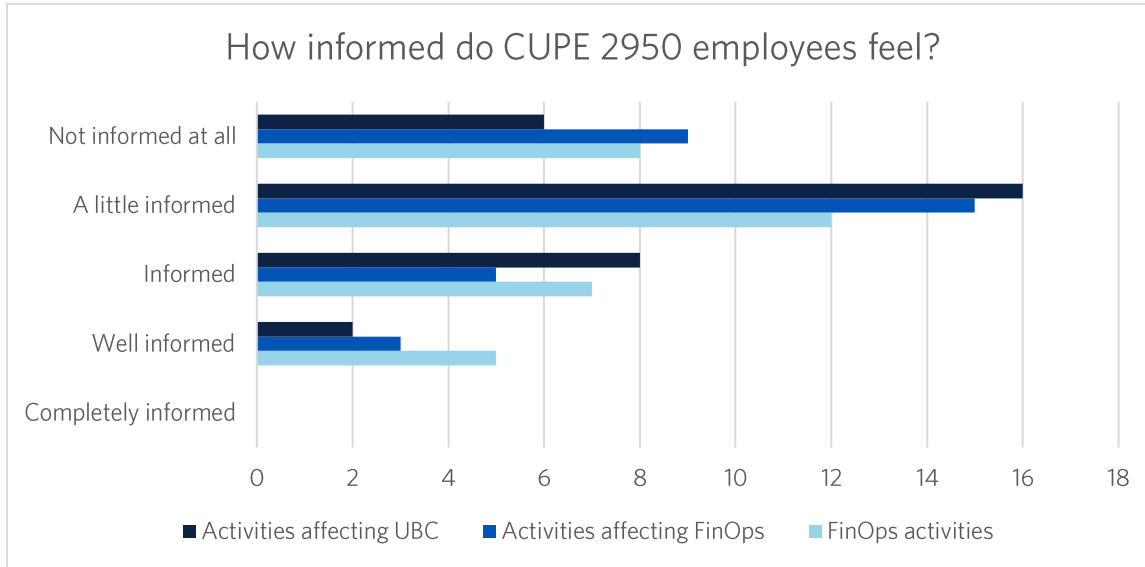
FinOps employees are somewhat aware of existing digital signage around UBC, with around half indicating they had seen it in place. Though 18% claim to not know, suggesting understanding of what digital signage is may not be universal.

The desired content for digital signage closely follows that of potential newsletter content and information in general (with some minor variations). This suggests that FinOps employees are largely channel agnostic when it comes to receiving information.

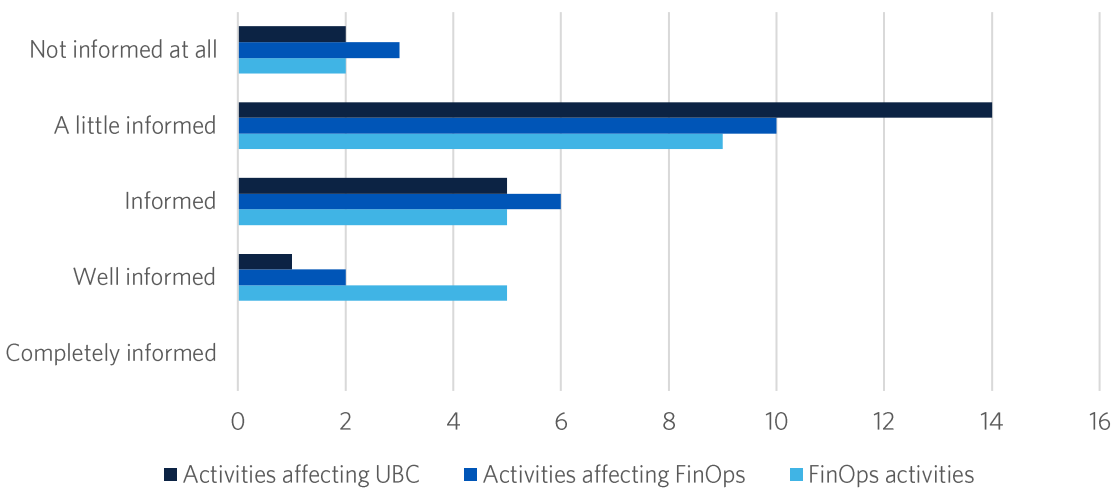
PARTICIPANT BREAKDOWN



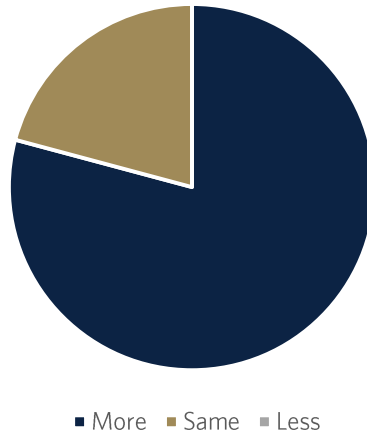
APPENDIX 1 – EMPLOYMENT GROUP RESPONSES



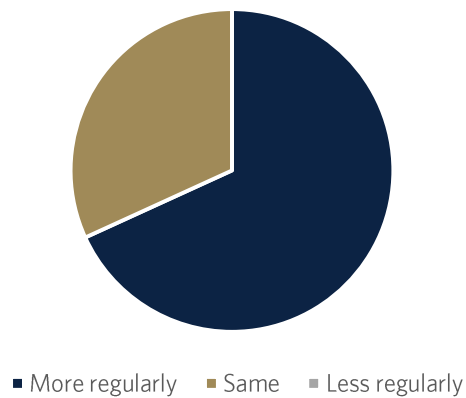
How informed do AAPS employees feel?



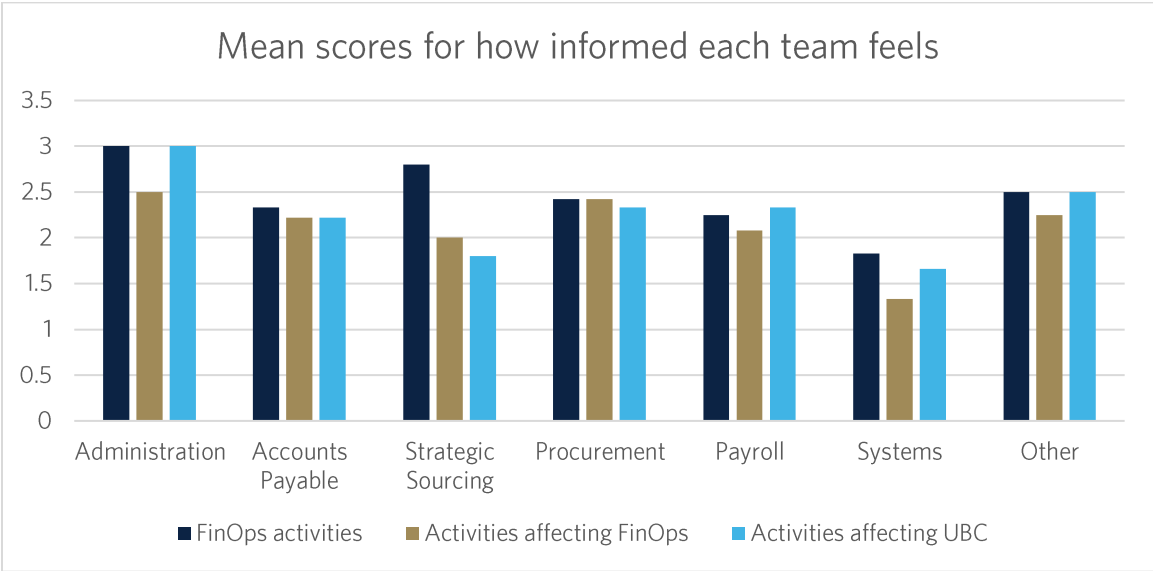
How much information would AAPS employees like to hear?



How regularly would AAPS employees like to hear information?

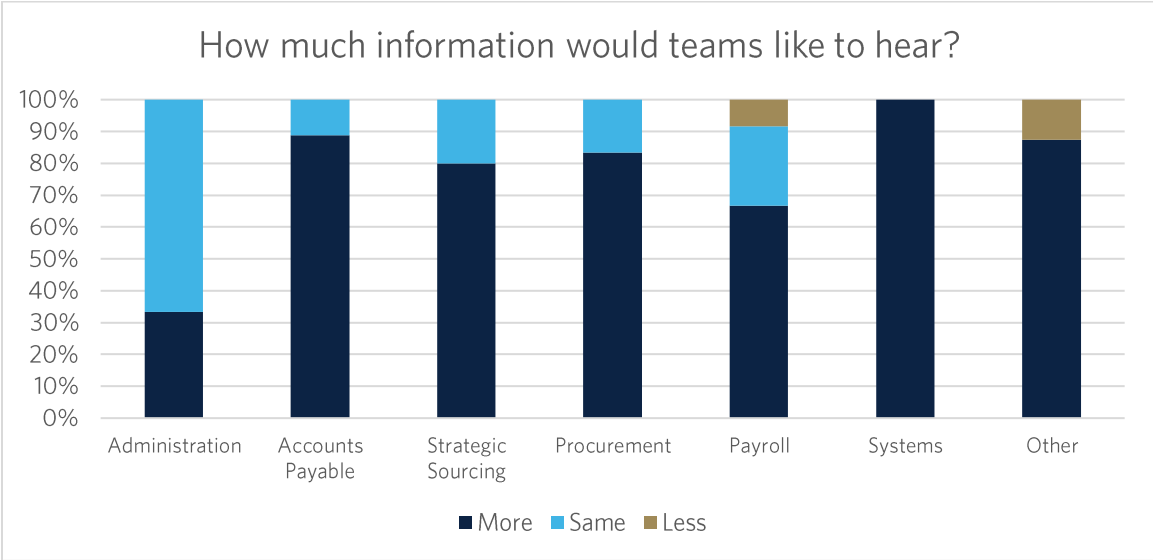


APPENDIX 2 – TEAM RESPONSES



The above chart was created using the mean scores for how informed each team feels. The scores are based on responses from questions 1,2 and 3, in which respondents were asked to score how informed they feel on a scale of 1-5.

For example if one team scored 1x(1-Not informed at all), 2x(3-Informed), 4x(4-Well informed) they would receive a mean score of 3.29: $(1 + 6 + 16) / 7$



How frequently would teams like to hear information?

