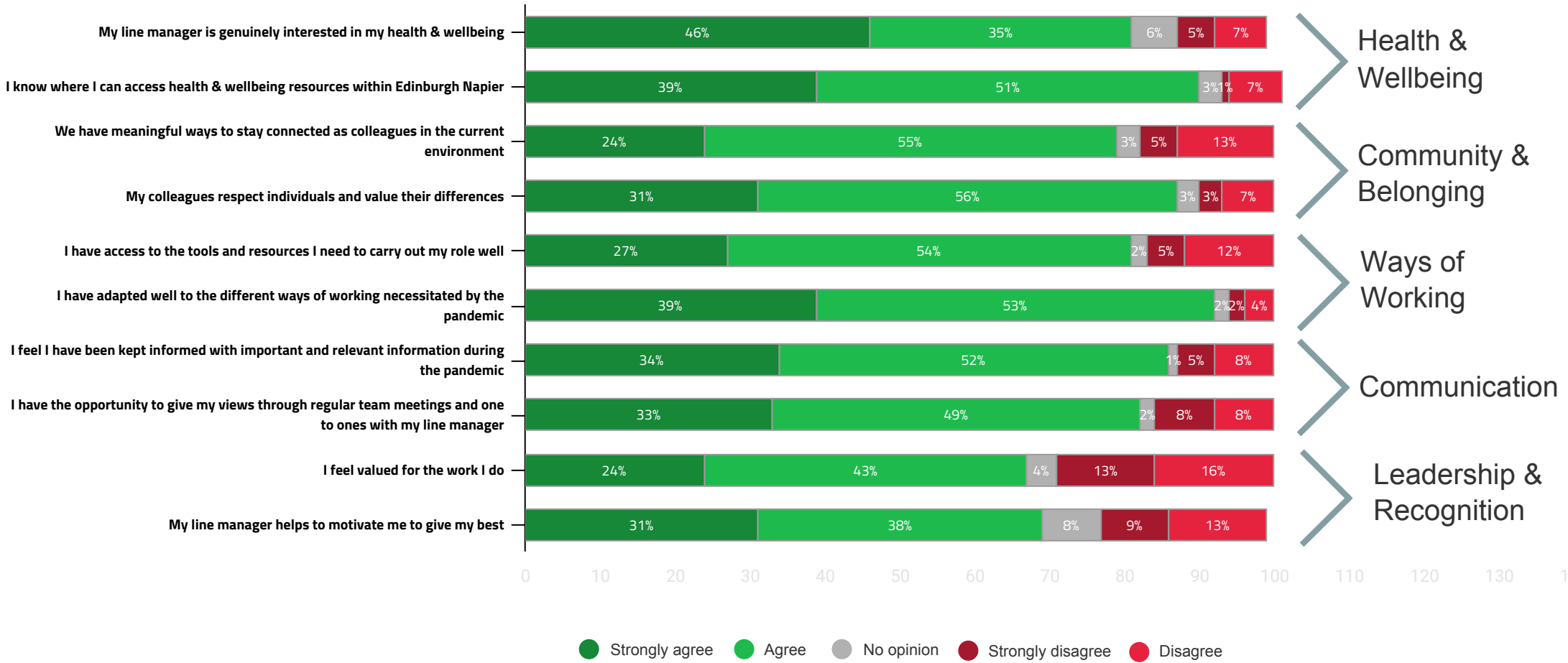


Staff engagement survey results: December 2020

Number of surveys completed 458
 Response rate 29%



Capturing your feedback through this survey helps us identify some common issues that need to be addressed. From the recent survey we can see that there is a clear consistency in feedback in the following themes:

Ways of working:

IT resources

- Some staff have let us know that they still do not have the resources or equipment that they need to carry out their work from home effectively - our IS colleagues have been working hard to support everyone to do exactly that and the team has already arranged for a great deal of IS equipment to be delivered to staff.
- If you do still require a device or other equipment to enable you to carry out your work from home, then please click [here](#) to find out how to go about ordering it.
- In addition to this, our Leadership Team issued a [communication](#) in August last year to explain the specific actions they were taking - this includes a staff allowance of £250 to help you work from home comfortably and safely. This is still available if staff have not already made use of this.

Working from home & technology

- Adjusting to the new way of working has proved challenging for some with many finding it difficult getting to grips with technology. Our colleagues in DLTE (Department of Learning and Teaching Enhancement) have offered many sessions to support our academic community move to online teaching. Please follow this [link](#) to access these tools.
- As well as this our IS colleagues have produced guidelines on the use of [MS Teams](#) and [SharePoint](#). If you do require further support on any of our internal systems, please get in touch with the [IS Service Desk](#).

Flexible working

- Whilst our current homeworking situation was forced upon us early on last year, many of you have told us that you've adapted well and would like the University to consider a more flexible approach to our ways of working.
- We will be exploring the options for flexible working and will be asking questions on this in the next survey so that we can develop a model which meets the needs of both the University and our colleagues.

Community & belonging:

Keeping ENU connected

- From the survey feedback we know that the feeling of isolation has become a challenge for some colleagues.
- To help us stay connected at Edinburgh Napier, whilst staying safe at home, we developed a variety of tools and resources such as MS Teams and Workplace by Facebook, as well as several online staff social activities.
- If you are feeling lonely, please speak to your line manager so we can work out how to help you. We can make arrangements for people to come to campus if they are finding things exceptionally tough. Please don't suffer in silence.

Inclusion networks

- As well as these, we also increased our number of staff inclusion networks to five by launching the BAMEish Network in September last year.
- The networks provide ways to stay in touch with people who are like-minded or have similar interests, challenges or responsibilities - the Carers' Network is a good example of this. You can find out more about our networks and how you can get involved, should you wish to, on our [staff inclusion](#) intranet pages.

Communication:

Staff Communications

- University communications have been well-received, with many appreciative of the additional effort that's been made to ensure colleagues are kept informed as frequently as possible.
- Less is more - we will take on your feedback and make sure we strike the balance when distributing communications

Health & wellbeing:

Overall health & wellbeing

- It's extremely encouraging to see positive feedback on health and wellbeing support from those who took part in the survey.
- To view our health and wellbeing plan and see what tools and resources are available to colleagues and students please visit our [health and wellbeing](#) intranet site. You can also join the health and wellbeing conversation on [Workplace by Facebook](#).

Workload

- The demands of adapting to online delivery of teaching and of supporting our students through these very challenging times have meant that staff across the University have put in many extra hours.
- While the flexibility of working from home has been welcomed by many it has also meant that the lines between work and home-life become blurred, putting additional pressures on our staff.
- There are no easy answers, but the Senior Leadership Team will continue to look at what can be done to address these issues.

Leadership & recognition:

Valuing our work

- There is work to do to ensure that colleagues feel valued for all their efforts and contributions they make to the University.
- We also need to look at ways to support line managers to motivate their teams to give of their best.