



OVERVIEW OF METRICS@WORK

Metrics@Work emerged from Brock University's Workplace Health Research Lab (WHRL) in September, 2007 after 8 years at Brock (i.e., established in 1999) – approaching 20 years of operations. Metrics@Work, since 1999, has carried over 450 employee engagement surveys. Four of our staff have been involved in 100's of those projects. We are proud of the high level of expertise and knowledge in our core team, each bringing a skill sets to the project to provide the highest possible level of customer service and support.

We offer a database with over 250,000 respondents – 80% based on Canadian public sector organizations.

We are well positioned to assist Algonquin College to complete an engagement survey project and support the building of trust and confidence to help Algonquin College use the results to create more engaging work environments.

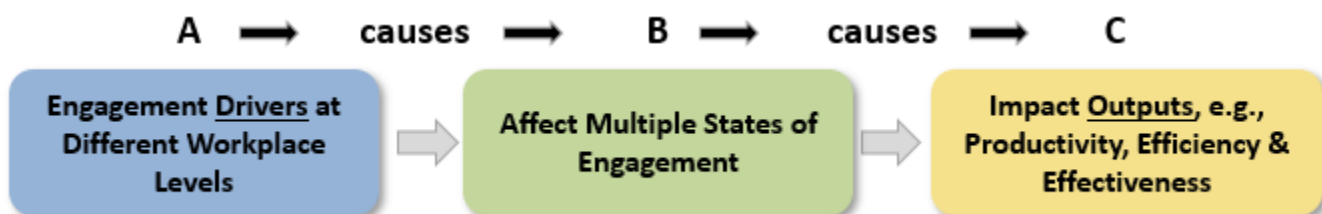
POST-SECONDARY INSTITUTIONS ENGAGEMENT SURVEYS

Metrics@Work experience with post-secondary institutions, i.e., Colleges and Universities.

NEW BRUNSWICK COMM. COLLEGE	FANSHAWE COLLEGE
NIAGARA COLLEGE	WESTERN UNIVERSITY
MCMASTER UNIVERSITY	YORK UNIVERSITY
LAURENTIAN UNIVERSITY	LAKEHEAD UNIVERSITY
RYERSON UNIVERSITY	BROCK UNIVERSITY
WILFRED LAURIER UNIVERSITY	UNIVERSITY OF LETHBRIDGE
MEMORIAL UNIVERSITY	ST. THOMAS UNIVERSITY
RED RIVER (CURRENT)	ALGONQUIN (CURRENT)

METRICS@WORK'S MODEL OF ENGAGEMENT

The underlying premise of the Metrics@Work Engagement Model below shows a simple causal sequence where drivers affect engagement, which in turn impact work outputs. By optimizing drivers in your work area engagement will increase and your team outputs will improve.





COMMON LEVELS OF MEASUREMENT

Based on previous Metrics@Work analyses we have found that employee engagement can be operationalized at least 3 levels. The three most common levels are:

1

Job Engagement representing employees' perceived relationship to their job. Job Engagement consists of 3 sub-components (i.e., energy / passion for job, dedication, and immersion in job). Job Engagement is often predicted by factors such as workload manageability and having adequate job control and clarity.

An example of a Job Driver Measure: Communications to do your Job

2

Departmental / Work Area Engagement represents employees' perceived relationship to their work area. Work Area Engagement is often predicted by factors such as feeling supported by co-workers, having adequate individual recognition, good cooperation with staff in other work units, and having a trusting and respectful relationship with one's supervisor.

An example of a Department Driver Measure: Departmental Communication

3

Employees' **Organizational Engagement** representing employees' perceived relationships with their organization, which is primarily presented in the form of emotional commitment to the organization, a willingness to remain (or, conversely, a lack of interest in leaving), and a willingness to give discretionary time and effort to the organization.

An example of an Organizational Driver Measure: Organizational Communication

PSYCHOLOGICAL HEALTH & SAFETY

Psychological Health & Safety in the workplace is not a new concept, but it has recently garnered wider attention as an area to be more strongly considered in the construction of a healthy workplace. For instance, the Ontario Occupational Health and Safety Act was expanded to include harassment and bullying in the workplace. As well, the Mental Health Commission of Canada has played a key role in the development and communication of the National Standard of Canada for Psychological Health and Safety in the Workplace, the first of its kind in the world. Many of the drivers in your survey represent factors that can affect mental health and wellbeing at work. Your survey content is a method of capturing where your organization is strong and where it is challenged in terms of those factors. The post-survey work to improve the challenges and maintain the strengths will help in the ongoing development of a healthy and safe workplace for Algonquin College.



CONFIDENTIALITY

To ensure full confidentiality, employees completing the web survey will be invited by Metrics@Work to complete the survey on-line directly through an external, secure website set up by Metrics@Work.

Metrics@Work will receive your email addresses in order to administer the survey but will not link email addresses to your responses in any way when providing results to Algonquin College.

Metrics@Work follows the principles outlined in the Tri-Council Policy Statement: "Ethical Conduct for Research Involving Humans," to maintain confidentiality of your responses.

SURVEY PLATFORM – QUALTRICS

We run our surveys on the Qualtrics (SAP) platform, which is widely recognized by Canada's postsecondary institutions and research agencies as their platform of choice. The Qualtrics platform meets all Canadian legal requirements from a location, privacy and security point of view including MFIPPA. It is the platform used by many Ontario Universities for their academic faculty research surveys.

Qualtrics works with all major web explorer applications, e.g., Google, IE, Safari and it operates on virtually all "smart" technologies, e.g., desktop, laptop, I-pads, smart phones including all major operating systems, e.g., Apple, Android, Blackberry. Metrics@Work's Qualtrics data are stored on Canadian-only servers, and are SSL encrypted.

REPORTING INFORMATION TO ENSURE ANONYMITY

QUANTITATIVE REPORTS

To ensure anonymity of your responses, Algonquin College will only receive aggregated group data – not individual responses. Metrics@Work will only provide reports for groups with greater than 10 employees and at least 10 respondents must participate. No groups can be combined or reported on in any way that would violate this rule or identify any individual response. Metrics@Work has created its own proprietary report creation program specifically fitted to the model of employee engagement.

Reports typically include:

- Colour coding where appropriate (e.g., higher or lower results)
- Response Profile
- An Engagement and Psychosocial Health and Safety Dashboard
- Engagement and Psychosocial Health and Safety Dashboard drivers reported by level, and
- Change scores (for where equivalent results are available from previous surveys)

QUALITATIVE REPORTS:

Metrics@Work will provide open ended survey questions and comments will be provided as a part of the report to your organization.