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## RCSI February 2021 Pulse Survey Results

531 staff members participated in the survey administered by our colleagues in the Quality Enhancement Office (QEO), response rate of 49%.

### RCSI Communication & Support

- We are delighted to see that there is a strong agreement from staff (96%) about the effectiveness of RCSI's communication regarding safety-related efforts and protocols.
- The vast majority of staff (83%) who work on campus feel safe and supported
- The vast majority of RCSI staff (88%) feel supported while working from home, which is slightly higher than the figure reported last time (November 2020)
- 86% of staff confirmed they have the tools & resources needed to work effectively from home. (If you need additional resources for WFH, please fill in the Health & Safety Home Remote Working [Self-Assessment](#) or reach out to your line manager as appropriate)

### Team Communications

- The level of engagement between managers and teams remains high - 84% of staff have regular contact with their managers (82% reported in November 2020)
- 81% feel connected to their teams, in line with previous surveys, showing how we are reaching out to support each other
- 87% feel they can contact their managers when needed

### Wellbeing

- It is great to see that the vast majority of staff (84%) are aware of the health and wellbeing resources available to them to where to find them.
- The average wellbeing rating on a 10 point scale was 6.68, slightly lower compared to November where the wellbeing score was 7.12 which may reflect the current Level 5 lockdown fatigue.

**We want to highlight again the supports available to you if you are struggling at the moment. The EAP is a free confidential counselling service available to you and your family. You can find more information [here](#) on how to access and use this service. More wellbeing supports are listed below.**

- We asked what one thing has boosted your resilience at this time that could be shared with colleagues. We received over 300 comments, we are grateful to all our colleagues who shared their practices for keeping up their morale and boosting their resilience.

50+ mentions:	15 - 20 mentions:	10 - 14 mentions:
Contact and connecting with colleagues	Planning and keeping a routine (21 mentions)	Mindfulness, yoga practice
Walking and exercise (especially outdoors)	Taking breaks, time off	Working from home
	Feeling part of a team, sense of teamwork, collaboration with colleagues	Staying positive, cultivating kindness, gratitude
	Separating work/home time, switching off from work, adhering to office hours	Support from managers
	Communication from the University	

#### Professional Development Plan (PDP) & 2021 Goals

- 69 % of staff members had their end-of-year PDP conversation with their line manager
- 65% of staff rating the online PDP system as 'Good' or 'Excellent'
- 57% of staff agreed that the removal of the performance rating improved the PDP process
- When considering their 2021 goals & objectives, 85% of staff have all the supports they need to achieve them

The last question in the survey was to ask staff what they would like to see RCSI **Stop/Start & Continue** doing to better support you at this time. Main themes identified are below:

- **Start (195)**

Comments	Action
Planning and communicating what the future of work for RCSI looks like after the pandemic	We understand that staff would like clarity around what the future of work will look like for RCSI. We are actively working on this and different potential models of work. We look forward to communicating this with more certainty in the coming months as society returns to a more stable state.
Supports for staff wellbeing- wellbeing webinars/ sessions, sharing resources on mental health	It is great to see that 84% of staff are aware of the RCSI health and wellbeing resources available to them and where to find them. For those who do not here is the link to the <a href="#">Staff Covid-19 Supports &amp; Resources portal pages</a> . Some people in the survey commented they would like more Wellbeing supports & content, we would like to know more specifically what additional topics would help you during this time <a href="#">through this form</a>
Communication- expectations for academic year 2021/22, updates on	<ul style="list-style-type: none"> <li>• Updates on plans for 2021/22 will be communicated via the monthly Townhall</li> </ul>

how feedback is being used to implement changes, focus on regular business of the University	<p>meetings and with Year heads as the Governments National plan for living with Covid-19 and the vaccine rollout develops</p> <ul style="list-style-type: none"> <li>• We will continue to be transparent in communicating all staff survey feedback and our corresponding action plans to implement changes</li> <li>• The CEO memo and WorkVivo will continue to promote news from across the University</li> </ul>
Support social activities - competitions and activities to do at home, a monthly book club, additional Sport and Social activities	<ul style="list-style-type: none"> <li>• We encourage staff to get involved in the various wellbeing competitions and social groups organised through <a href="#">RCSI Inspire</a>, <a href="#">RCSI Gym Team</a></li> <li>• There are a number of <a href="#">Spaces</a> within Workvivo for people to come together around a specific topic, theme or interest. If you would like to set up a space for an interest or get more information on spaces in general <a href="#">click here</a>.</li> <li>• More Sports &amp; Social activities coming soon, keep an eye on WorkVivo</li> </ul>

- **Stop (115 comments)**

Comments	Action
Shorten All staff email communications & summarise content	We will endeavor to keep All staff email communications shorter. The HR bulletin will include a summary of topics in the subject line
Reduce emails, reduce the amount of meetings & meetings outside core office hours	We would like to remind all staff of our Core hours policy and email usage policy. If you receive an email outside of your normal working hours, you are not expected to respond until you return to work. In our 8 <sup>th</sup> HR bulletin we ran a piece on respecting peoples time and how to run efficient meetings, <a href="#">read it back here</a>
Only complete the daily questionnaire when coming onsite	We will take this feedback on board and provide an update on this shortly.

- **Continue (395 comments)**

Comments	Action
Regular and effective communication with staff through CEO memo & HR Bulletin Virtual Townhall meetings	We will continue to communicate to all staff in an open and transparent manner through the CEO & HR emails and our Townhall meetings
Engaging initiatives like Coffee roulette,	As per above, we will continue to promote social

Project 6, gym activities	engagements to support interaction and connection among staff. Equally we encourage staff to take ownership of their own wellbeing and seek opportunities to engage and connect with colleagues
Support for working from home	We will continue to support all staff and seek feedback on how best to do this whether staff are working from home or on campus. You can use the suggestion box at any time to <a href="#">provide feedback</a>