We asked heads, chairs & assistants:

" How could Queen's University better support you in your role during the COVID–19 pandemic? "

They answered:

Mental health

Recognize the impact of COVID on mental health and actively foster wellbeing through access to support and activities

Adapted expectations

Modify the merit process

Recognize the complex challenges of working in COVID

Equity

Foster diversity and minimize workload inequities

Communication

Share decisions in a timely & transparent manner

Recognition of value of work

Find innovative ways to celebrate successes

Operational considerations

Incorporate flexible timelines

Create calendars and resources to schedule tasks

Offer course templates and online support for faculty

Inter–Department Connection

Facilitate the sharing of information between departments

Learn more about how the Faculty of Arts and Science is responding below.

Undergraduate and Graduate Chairs and Assistants Initiatives Emerging from COVID Review

Themes	Actions
Supporting Our People	
1. Connectedness	1. Create community of practices for the different roles to share best practices. 2. Provided manuals for undergraduate and graduate chairs and assistants. 3. Consider opportunity to develop mentor systems between departments. 4. Encouraged and supported diverse student initiatives lead by DSC and ASUS focused on promoting student connections around different areas of interest. 5. Provided communications on mental health resources to assist in addressing social isolation. 6. Supported departments to increase community engagement through Faculty Townhalls open to faculty, staff and students

2. Mental Health	1. Communication plan regarding mental health resources and accessing mental health support regularly which will include resources to:
	   • Mitigate screen time fatigue
	   • Mitigate increased stress
	   • Improve well-being
	   • Support students and direct reports
	2. Explore needs and opportunities to provide training to support student wellbeing and increase understanding of approach to mental health.

3. Communication	1. Established one point of contact to ensure consistent and clear procedures for disseminating, communications regarding teaching and learning, staffing, students and administrative decisions. 2. Monthly meetings established with dedicated time to share best practices, resources stored to be shared in Teams. 3. Established email lists in a shared folder for all departments to ensure that all relevant stakeholders are included on communications. 4. Sought input for key decision making. 5. Provided key communications to faculty and staff before students to enable and empower them to support students effectively.

4. Operational Decisions	1. As part of onboarding and through ongoing meetings, provided information on procedures and operational timelines throughout the year.
	2. Created a method to celebrate the successes within and across departments. Stories were shared through enews and highlighted on faculty and staff social channels. Faculty recognition included as a regular component within the Dean's Faculty Board reporting, and ARTSCI SHOUTOUTS featured on Staff and Faculty webpage.