Continuous Improvement Review Process for COVID Response

Summary of ThoughtExchanges: Listening to the Community Voices

Wendy Craig, Ph.D.
Wanda Beyer, M.Ed
Jordan Herbison, M.Sc
Samuel Kim, M.Sc.
Kyla Mayne, M.Sc.
Michael Niven
Reem Atallah
COVID Review Overview

1. Teaching and Learning
   i. Survey faculty (university wide)
   ii. Environmental scan of teaching resources, practises, supports and services, and policies and procedures

2. Mental Health
   i. Partnership with UFLORISH for UG and Grad Students
   ii. Developed UFLORISH for Staff and Faculty
ThoughtExchanges conducted in Fall 2020

1. UG students (FAS)
2. Graduate students (FAS)
3. Staff (FAS)
4. UG and Grad Chairs (FAS)
5. Department Heads (FAS)
6. Department Embedded Support (FAS)
7. Educational Support Professionals
Percentage of stakeholders who indicate mental health has been disrupted

- UG students: 74%
- Grad Students: 95%
- UG and Grad Chairs: 71%
- Heads: 74%
- Embedded Supports: 91%
- ESP: 88%
ThoughtExchange Question

“How could Queen’s University better support during the COVID-19 pandemic?”
Key Themes: Undergraduate Students

1. Instructional and course design
   i. Time, consistency, number of assignments, flexibility, quality
2. Mental Health
3. Connectedness
4. Communication
5. Access to work spaces
6. Operational issues
Key Themes: Graduate Students

1. Financial concerns
2. Extend time/funding
3. Communication
4. Mental Health
5. Equity
6. Connectedness
7. Access to work spaces and library
Key Themes: Staff

1. Flexible hours
2. Equity
3. Communication
4. Mental Health
5. Timelines
6. Foster connections
7. Recognition and Value of Work
8. Operational Considerations
Key Themes: Faculty

1. Mental Health
2. Communication
3. Expectations and Timelines
4. Recognition and value work
5. Equity
6. Connectedness
7. Operational considerations
Next Steps

- FAS is creating an action plan with concrete next steps, metrics, and timelines to address concerns in short term and long term
- Monitoring and assessing progress on proposed actions will continue
- A webpage will be created where progress can be viewed
Take Home Messages

● We are in this together

● These are challenging times for all and we recognize that!

● Committed to supporting and are responding with concrete actions

● Grateful for the work you do every day

● Critical learning to help us in time of COVID but also opportunity to understand what do well and how can do better moving forward
Thank you for making a difference by sharing your thoughts
Next Steps

- Implementing changes short and long term
- Monitoring and assessing what we have done and that it is having impact
- Continual feedback system
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