

WELLNESS PROGRAM SURVEY RESULTS

2016-2017 Programming Satisfaction Survey for Columbus City Schools Employees

Methodology

The Wellness Program survey was developed to receive feedback on quality metrics of programming offered through the Columbus City Schools Wellness Initiative including: cooking demos, fitness classes, biometric screenings, flu shot clinics, Weight Watchers At Work, Shape Fitness memberships, and other corporate fitness discount programs. Wellness Program survey had 14 items total, which included check-all-that-apply, multiple choice, Likert scale and extended response questions. The survey was administered through Google Forms and was distributed through district-wide email to all CCS employees (N=10,000) and available on the Wellness Website.

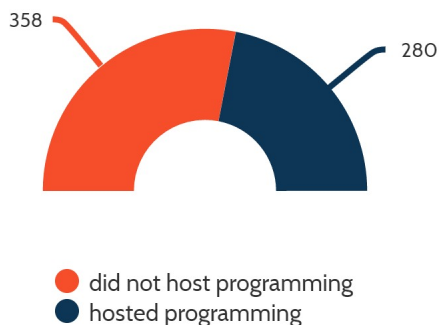
Survey Responses Received

638

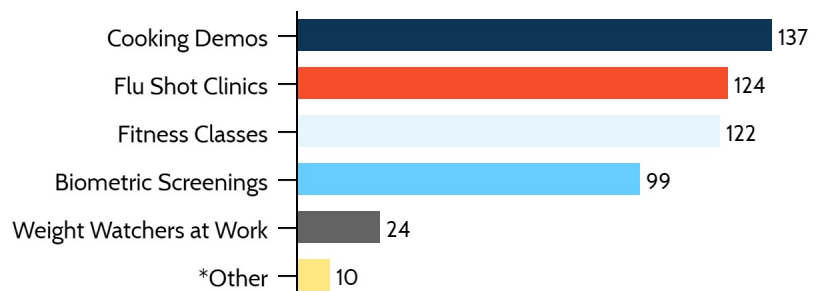
6.38% survey response rate

PROGRAM PARTICIPATION

1 Number of staff who hosted any onsite wellness programming in the 2016-2017 school year (n=638)

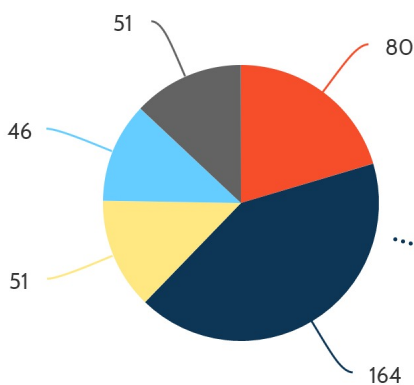


2 Types of onsite wellness programming staff hosted at their CCS locations (n=281)



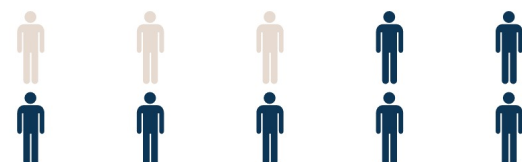
* Biggest Loser contests, chair massages, tour of food production center

3 Reasons why staff chose not to host onsite wellness programming for their staff (n=377)



25% of staff who chose "Other" cited they do not request programming because their wellness champion or school nurse coordinates programming for their building.

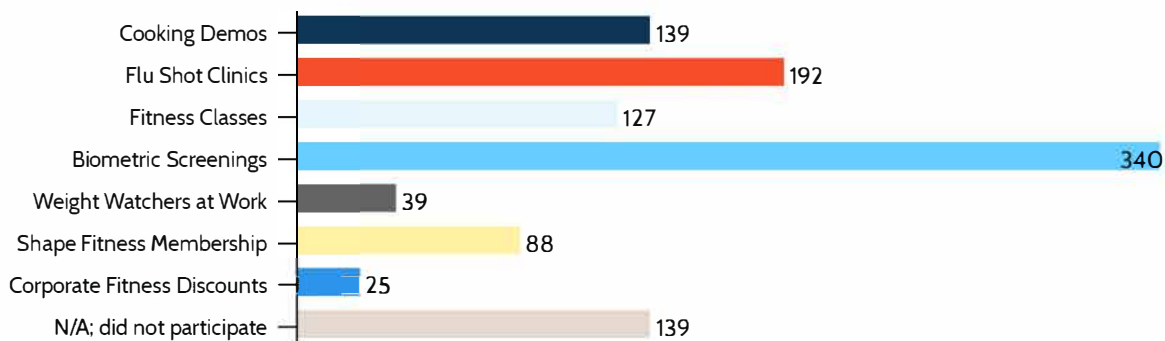
*Other: new staff member to the district, works at an NPSS site, difficult to schedule with administrator



Among staff who were "Unfamiliar with the Wellness Initiative", 70% commented that they were unaware they could request programming for their building.

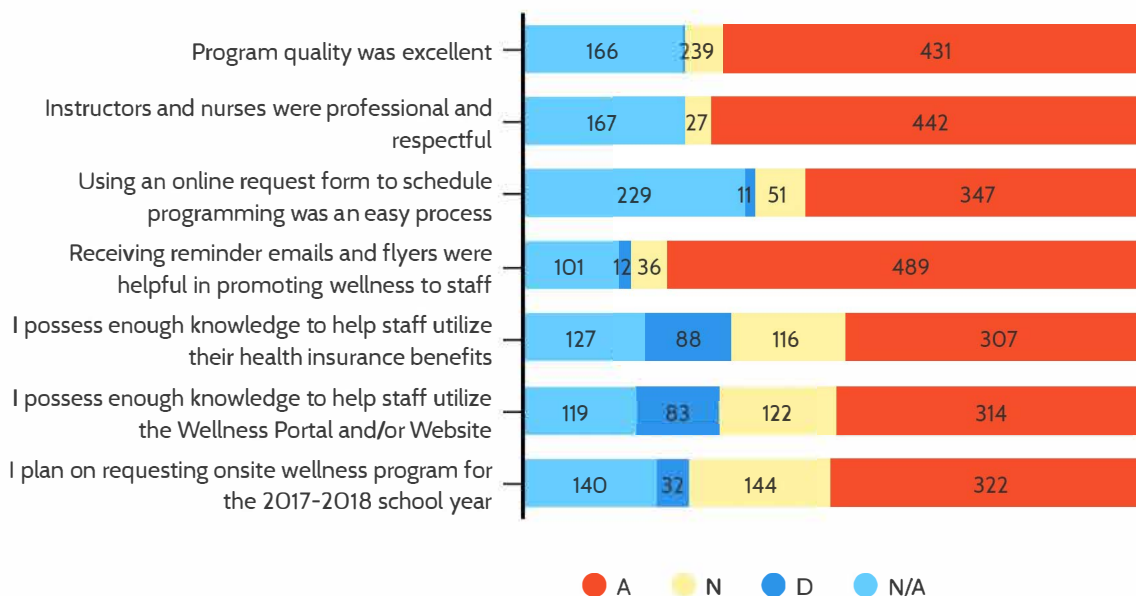
- *Other
- Unfamiliar with Wellness Initiative
- Not enough space or available rooms to hold onsite programming at my location
- Onsite program times are not convenient to attend
- Staff are not interesting in participating

4 Types of onsite wellness programming activities that staff participated in (n=638)



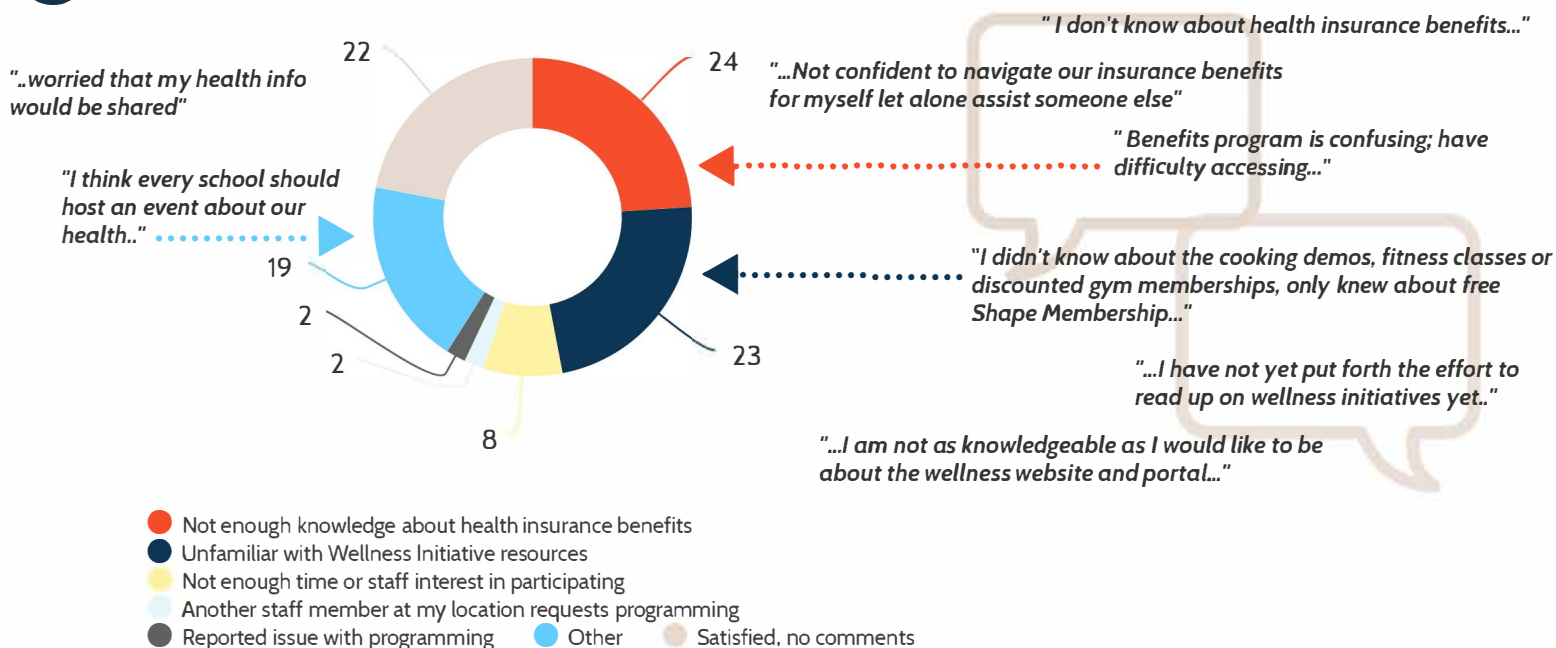
PROGRAM QUALITY

5 Staff indicated whether they agreed (A), were neutral (N), disagreed (D) or not applicable (N/A) with the following statements (n=638)



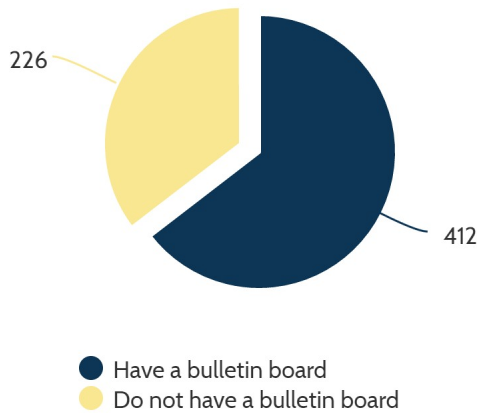
Only 48% of staff members felt they had enough knowledge to help staff utilize their health insurance benefits

6 Staff explained the following reasons why they "disagreed" (D) with the statements above (n=106):

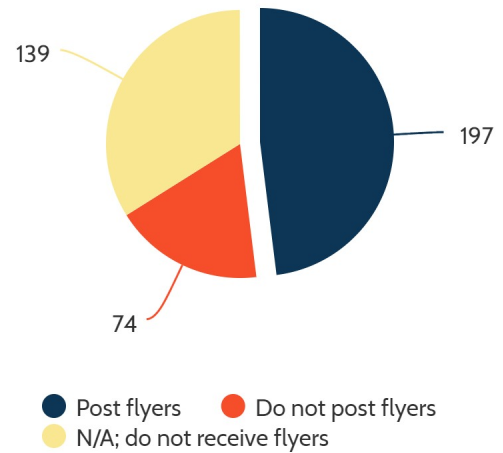


WELLNESS INITIATIVE PROMOTION AND COMMUNICATION

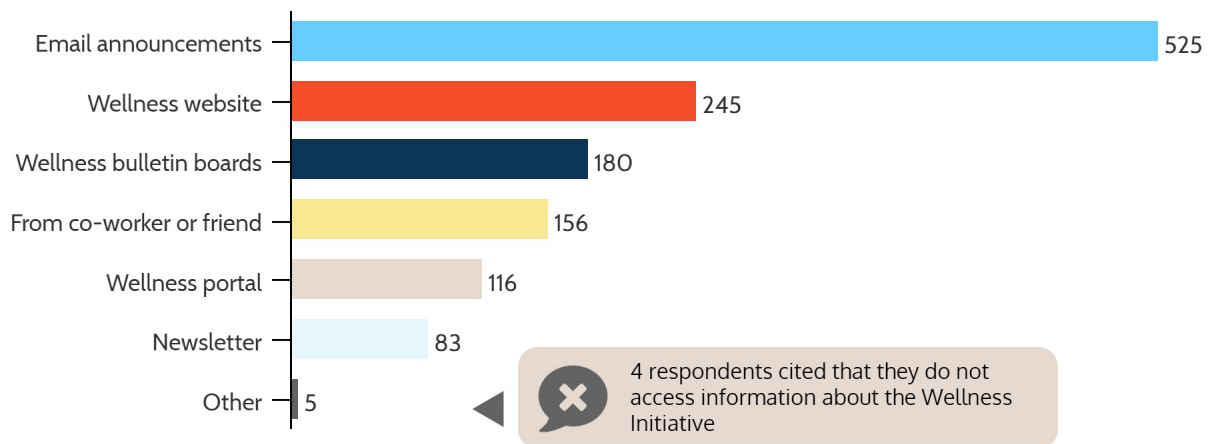
7 Number of staff who have wellness bulletin boards at their CCS locations (n=638)



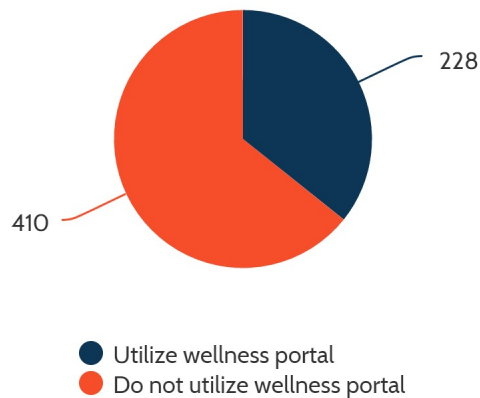
8 Number of staff who post Wellness Initiative information they receive through interoffice mailings (n=638)



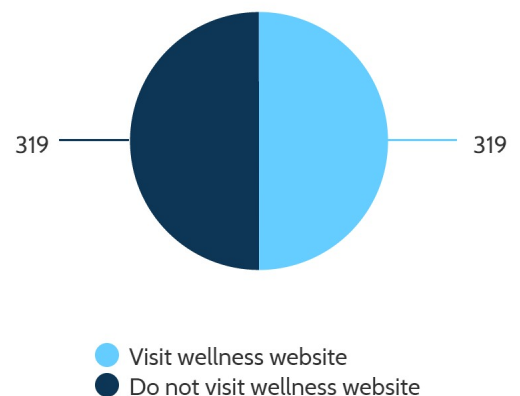
9 Staff access information about our Wellness Initiative through: (n=638)



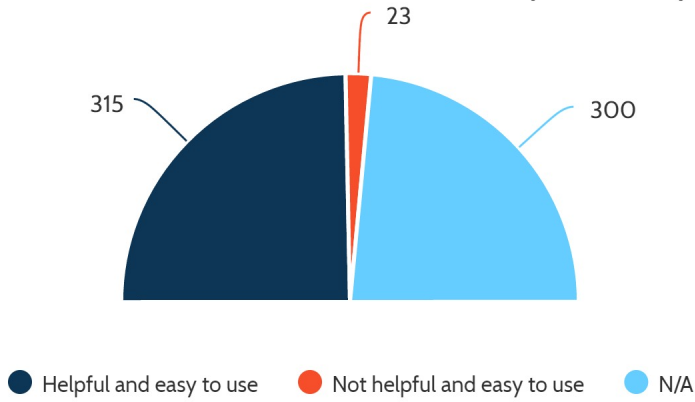
10 Number of staff who utilize the wellness portal: (n=638)



11 Number of staff who visit the wellness website (n=638)

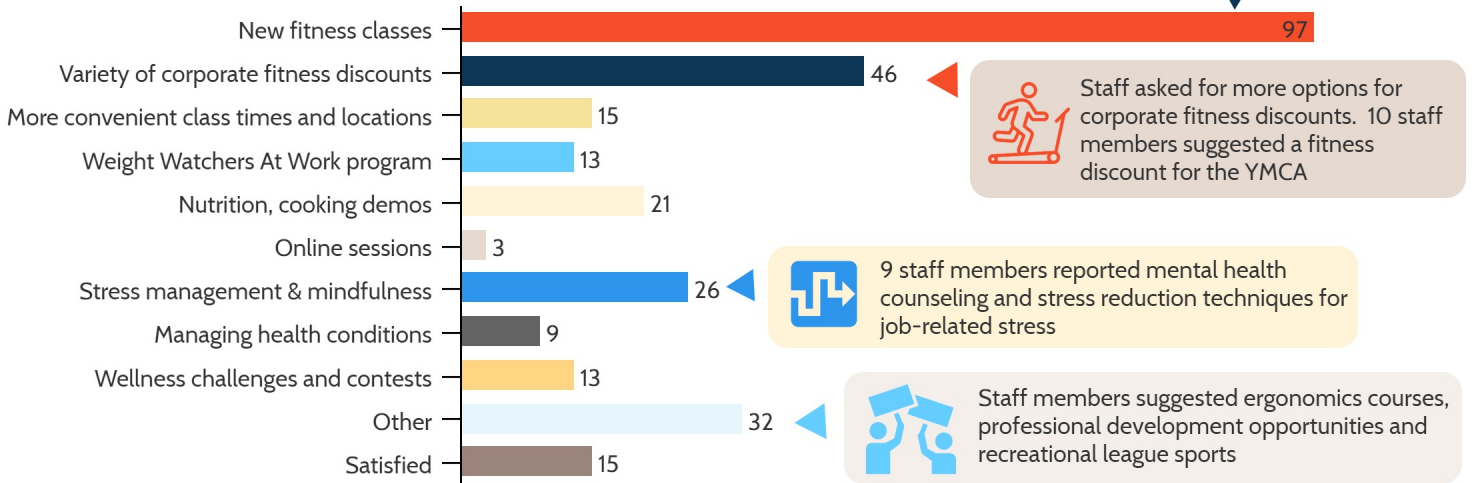


12 Number of staff who think the Wellness Portal and Website are helpful and easy to use (n=638)

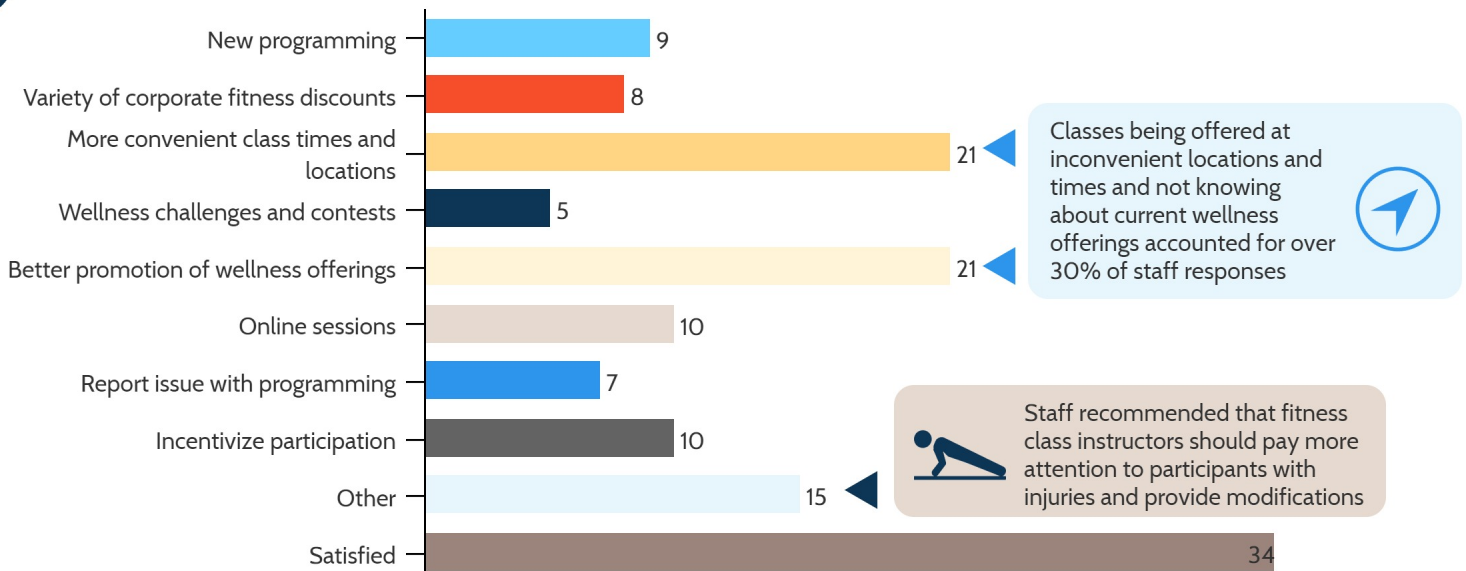


STAFF FEEDBACK AND SUGGESTIONS

13 Types of new programming staff would like to be offered to them: (n=290)



14 Staff comments and suggestions: (n= 130)

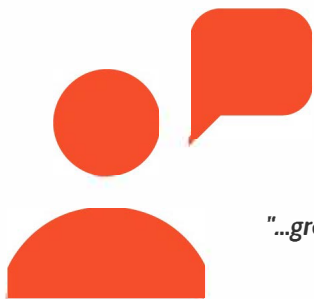


26 staff members reported they were pleased with our offerings; 8 respondents provided positive feedback on biometric screenings

SURVEY HIGHLIGHTS

44% Hosted onsite wellness programming in the 16-17 school year at their CCS location. Staff hosted the greatest number of Cooking Demos of all offerings.	35% Chose not to host programming because they were unfamiliar with Wellness Initiative offerings.	BIOMETRIC SCREENINGS, FLU SHOT CLINICS AND COOKING DEMOS Had the highest participation rates among staff.	36% Utilized the Wellness Portal and 50% visited the Wellness Website.
77% Indicated that receiving reminder emails and flyers were helpful in promoting wellness to staff.	EMAIL ANNOUNCEMENTS & WELLNESS WEBSITE Were the top communication channels for staff to access information about the Wellness Initiative.	48% Felt they had enough knowledge to help staff utilize their health insurance benefits.	BEING UNFAMILIAR WITH WELLNESS INITIATIVE & INCONVENIENT CLASS LOCATIONS AND TIMES Were the top barriers for staff to participate in programming.

ADDITIONAL COMMENTS



"It's an amazing opportunity for employees to attend the fitness classes. More employees need to be able to attend possibly by staggering the start times and/or extending the class time..."

"...Need to send emails to all staff members. This is the first email I got from you about wellness. The only other emails I received regularly this year was about biometric screenings..."

"...great offerings, like the expanded choices for biometric clinic incentives."

"When classes are held in other buildings the doors need to be labeled and pre-identified for entry. Its difficult to get into a school at the end of the school day..."

"Provide ergonomic assessment for staff upon request. I have health issues due to poor ergonomics at my work station..."

"Signing up for a biometric clinic was simple online..."

"...All employees and staff at all levels at CCS are anxious, apprehensive and fearful. Some form of internal program that deals holistically and not punitively should be offered to help deal with work place stress..."



"As I talk with folks across the District, many complain of being deeply overworked; it'd be terrific to have a way of helping them de-stress specifically from work-related items, which would also include advice/counseling on how to notify CCS supervisors/admin on one's stress/workload without fear of retaliation (they all say that's the fear which holds them back from taking any action)..."

"Wellness benefits need to be promoted in a more effective way. Teachers are bombarded with e-mails of all kinds. Wellness e-mails get lost in the shuffle..."

"...I'm actually just learning through this survey about components that I didn't know existed!"

"...I don't know as much about resources that are available to me through health insurance benefits only because I haven't paid enough attention. I also have taken the fitness classes in the past but was too busy after school this year to participate. Please keep having them..."

"I just looked at the Wellness Website. There's a lot that you're offering. I will investigate..."

"...I do like the convenience of being able to get my flu shot and the biometric screening at my school. I am not likely to drive to another school to do this. I like that the initiative exists, but I am not sure I have any ideas to improve it."

ADDITIONAL COMMENTS ON RESPONSES

Program participation. The biometric screening was the Wellness Initiative offering which yielded the highest participation among respondents (**56%**). Staff earn a \$50.00 gift card for completing a biometric screening and several respondents commented that they were pleased with the variety of gift cards offered.

Reasons for not hosting wellness programming. Q3 asked respondents to provide reasons why they chose not to host wellness programming at their location. Staff who chose "Unfamiliar with Wellness Initiative offerings" or "Other" expressed that they did not know that they were allowed to request programming for their buildings- **which accounted for nearly one-third of responses**. In future wellness communications, we will reiterate that any staff member is encouraged to request programming at their CCS location.

Focus on health literacy. One of the most important findings of the survey was that only **48%** of respondents felt they had enough knowledge to help staff utilize their health insurance benefits on Q5. This year, health literacy has been a focus of the Wellness Initiative. We will continue to disseminate information and design material through a health literacy campaign about navigating health insurance benefits and making cost-effective, informed decisions about healthcare.

Utilization of portal and website. Another important survey finding was that only **36%** of respondents utilized the wellness portal and **50%** of staff visited the wellness website. Our customized portal is robust and houses a wealth of wellness resources including: interactive exercise videos, courses on prevention and managing chronic conditions. The wellness website includes all information regarding our program offerings, schedules, perks, benefits and more. In an effort to increase utilization, the Wellness Initiative will direct staff to the wellness portal and website to build awareness of information and resources through the health literacy campaign.

Report issue about programming. Q14 asked respondents to provide any comments or suggestions. **Four out of seven** staff members reported that they were unsatisfied with gym facilities- broken equipment, not well-maintained and at inconvenient locations. Three staff members reported that class offerings should be better promoted in a building and that program details are miscommunicated to staff.

Program Offerings. Q13 asked respondents to suggest ideas for new programming. Nearly **77%** of the suggestions were types of fitness classes that we currently offer as part of our wellness program. Our Wellness Initiative will improve our processes of communicating current program offerings to staff. Throughout the survey, staff expressed that they were experiencing "job-related" stress and were interested in learning coping skills for stress and attending mental health workshops. CCS benefits include the Employee Assistance Program (EAP) which provides support, resources and information for personal and work-life issues. To effectively promote offerings to staff, Wellness Initiative will audit EAP services to have a clear understanding on specific resources available. In addition, we will explore options for onsite programming relating to stress-management that can be offered to staff.

CONCLUSIONS

Based on survey feedback and results, there are three main areas for improvement:

- 1** Increasing health literacy among staff. Disseminate health insurance benefits information and resources that will build skills and knowledge on making informed medical decisions with the best value for healthcare consumers.
- 2** Increasing program promotion. Promote robust health information and resources by directing staff who have questions and are seeking more information about offerings to the wellness portal and website.
- 3** Improved program quality. Devise a plan for more frequent communication for wellness program host locations and participants, including administering quarterly surveys, completing site visits and quality checks.

Overall, the responses from the satisfaction survey were favorable in the areas of staff participation in biometric screenings and flu shot clinics, satisfaction of receiving wellness reminder emails in promoting program to staff, and professionalism of class instructors and nurses. We identified a main barrier to hosting onsite wellness programming as being unfamiliar with wellness initiative offerings. As we build our initiative, we will continue to develop innovative ways to engage staff through incentivizing participation, increasing awareness of available resources through health insurance benefits and EAP, utilizing wellness portal and website, and promoting a wellness culture throughout the district. The data collected for this survey will be used to plan programming to meet the health needs of our staff members and to make informed decisions to improve quality of the CCS Wellness Initiative.