

Schedule A: CCWS Information Package (Employee Version)



Canadian Campus
Wellbeing Survey

Bien-être sur les
campus canadiens

Information Package 2023-2024

Employee Survey

Contents

- Overview3
- General Services Provided.....5
- Options for Mail-Out Administration.....7
- Ethics Approval Requirements7
- Deliverables – From CCWS to Institution8
 - Pre-deployment.....8
 - Post-deployment.....8
- Deliverables – From Institution to CCWS9
 - Pre-deployment.....9
- Timeline..... 10
 - Fall 2023 Deployment 10
 - Winter 2024 Deployment 10
- Costs for Survey Participation 10
- Privacy and the CCWS 11
- Research Dataset Access 11
- FAQs 12

Overview

What is the Canadian Campus Wellbeing Survey (CCWS)?

The CCWS aims to equip post-secondary institutions (PSIs) with the data they need to inform policies and practices to support student health and wellbeing (see Faulkner et al., 2019). As of May 2023, over 65 PSIs have taken part in the CCWS for students.

The CCWS includes validated and reliable measures of mental health, and multiple risk and protective factors including school connectedness, social and emotional skills, academic performance, safety, sleep, exercise, food security and substance use. Based on the success of the CCWS for students and growing interest among Canadian institutions in implementing a whole-campus approach to wellbeing, an employee version of the survey has been developed. The CCWS supports implementation of the *2015 Okanagan Charter: An International Charter for Health Promoting Universities and Colleges*, which calls on higher education to embed health into everyday operations, business practices and academic mandates, as well as to lead health promotion action and collaboration.

Healthier Campus Communities

Post-secondary institutions rely on the ongoing efforts of their employees. In order to support student wellbeing, staff and faculty must be well. It is widely acknowledged that employees will be more productive and impactful when they feel cared for, empowered and valued¹—and that in a higher education setting, this ‘productivity’ is directly concerned with student experience, satisfaction and well-being.

It is important to monitor and enhance our understanding of employee health, particularly given the current context and the ongoing recovery from the COVID-19 pandemic. To do this effectively, population-level interventions are needed; however, there is currently no coordinated system to collect the necessary health data on employees of Canadian post-secondary institutions. By participating in the CCWS, post-secondary institutions can be better equipped to support students and employees, and to increase capacity to link research with policy and practices on campuses and beyond. Now, more than ever, we are facing a mental health challenge on Canadian campuses.

Benefits for Post-secondary Institutions Participating in the CCWS

Standardized health and well-being indicators for students and employees: With the development of an employee version of the CCWS, this will allow post-secondary institutions (PSIs) to have a common set of standardized health and well-being measures for students *and* employees. Many PSIs currently implement employee surveys focused on employee satisfaction or engagement. The CCWS extends beyond these measures to understand the health and wellbeing status of employees in the post-secondary sector, using validated measures that allow cross-comparison with data from other national surveys including the student version of the CCWS.

Knowledge sharing across institutions: The CCWS provides opportunities to compare employee and student results with other non-identified Canadian PSIs. Participating post-secondary institutions will

¹ Newton, J., Dooris, M., & Wills, J. (2016). Healthy universities: an example of a whole-system health-promoting setting. *Global health promotion*, 23(1_suppl), 57-65.

receive timely access to a customized dataset for their own institution, along with visual representations of their data (i.e., Tableau dashboard). When available², the dashboard includes normative references, to allow comparisons with other unidentified institutions. As a result, PSIs are able to examine health and well-being issues, explore areas where there may be meaningful differences across institutions, and share policies and practices that can help foster healthier campus communities. At least three other institutions will need to have participated before a reference group can be created.

All participating institutions must agree to include all responses into a **research dataset**. Access to the research dataset may be granted to academic researchers and other appropriate parties (such as the Public Health Agency of Canada, Mental Health Commission of Canada) according to the Data Access Policy and upon approval of applications made to the CCWS Data Access Committee. Institutions or individuals will not be identifiable in any case-level dataset provided. A fee-for-service may apply to cover costs associated with preparing requested data files.

Access to case-level data and customization: In addition to the Tableau dashboard, participating institutions will have access to their case-level data that will allow each institution to conduct customized analysis and address health and well-being questions unique to their institution. There is also the flexibility to add approximately five additional items to the survey tool for institutions that have specific questions they would like to ask.

Centralized data collection and analysis support team: The CCWS is deployed nationally by the CCWS team, hosted by the University of British Columbia. This includes a centralized team of CCWS analysts, who are available to provide guidance and support at every step of the process. Given that the CCWS asks some questions related to personal health behaviours, employees may be more likely to take the survey when it is run and collected by an external, credible third-party research team.

Confidential and Voluntary

The CCWS is a comprehensive, voluntary and confidential survey that takes approximately 20 minutes to complete online, and respondents may choose to skip any of the questions. The survey is an abbreviated version of the student survey and is closely aligned with questions asked in that survey. Seven core domains are addressed:

- workplace experience
- mental health assets
- mental health deficits
- health service utilization/help seeking
- health behaviours
- food security
- demographics

² This comparison with comparative institutions is available only if enough comparative institutions participate (e.g. at least 3 or more other institutions). If not enough comparative institutions participate, then comparisons are made only if all parties agree to such comparisons.

There are also optional core modules that may be selected by institutions (substance use and suicidal ideation).

Employees may opt out of questions with which they are not comfortable.

Institutions will receive a dataset of survey responses for their own institution, as well as a comparison against aggregate results from participating comparative institutions¹ via a Tableau dashboard. Institution-specific additional questions will be included in the dataset but may not be included in the Tableau dashboard.

All participating institutions must agree to include all responses into a **research dataset**. Access to the research dataset may be granted to academic researchers and other appropriate parties (such as the Public Health Agency of Canada, Mental Health Commission of Canada) according to the Data Access Policy and upon approval of applications made to the CCWS Data Access Committee. Institutions or individuals will not be identifiable in the case-level dataset provided. A fee-for-service may apply to cover costs associated with preparing requested data files.

More information can be found in the following pages and online at <http://ccws-becc.ca/>.

What is involved for participating institutions?

Participating institutions will need to have staff time dedicated for the administration and promotion of the CCWS. This commitment is important for survey response rate and buy-in of the survey results and may include, but is not limited to:

- REB application
- Communication and promotion
- Mail-out administration and incentives
- In-house data analysis
- Dissemination of survey results

The amount of time required to coordinate this work varies greatly depending on the size of the institution, institutional buy-in, response rate, and how the data are being used to inform action.

For more information, please refer to the CCWS implementation checklist on the CCWS website under '[Preparing for Deployment – Employee Survey](#)' and learn more at www.ccws-becc.ca.

General Services Provided

The CCWS analysts will:

- Provide survey setup
- Issue email invitations/reminder management via use of proxy emails or support the management of institutions handling invitation and reminder management internally via distribution of unique survey IDs to institutions (see next section, **Options for Mail-Out Administration**)

- One email invitation, plus up to five reminders (or templates for internal management).
- Email ghost address ('From') will display a name and address specified by the institution.
- Email replies (from employees/participants) will be directed to an email address specified by the institution.
- For proxy mail-out, option available for employees to 'Unsubscribe' from the survey (click 'Unsubscribed' link in email invitation/reminder(s)), OR employees can contact the institution directly and request to be unsubscribed (institution must forward unsubscribe requests to survey@ccws-becc.ca) OR employees/participants can directly contact survey@ccws-becc.ca and request to be removed from future email reminders.
- Support institutions to set an optimal launch window. Surveys may be open for two to eight weeks, with the exact duration specified by the institution.
- Prepare the following deliverables and provide them directly to each participating institution:
 - Deployment report – provided within a week of survey closing
 - A short report with the deployment window, response rates, time taken to complete the survey, and list of prize winners (if provided).
 - Case-level data set for institution only – provided within one month of survey closing
 - This dataset will be cleaned, including removing the aliased email or URL (depending on the mail out method) used to identify students, and any small cell identifiers (<5 cases).
 - Dashboard on Tableau Server³ – access provided within 3 months after the deployment window closes
 - Frequency and statistical comparison (own institution vs. other cohort institutions when available)
 - Respondents' demographic profile
 - If your PSI has taken part in both the employee and student survey in the same deployment (e.g., winter 2022), an integrated dashboard with frequency data for both populations
 - If your institution has participated previously, a dashboard comparing the current and previous deployments.
- Ensure [Microsoft OneDrive](#) file sharing is used for all file transfers

Note: Up to five institution-specific questions may be added to the CCWS employee survey (please see the Technical Documentation for more information). Participating institutions can request access to de-identified additional questions and response options that were used in previous deployments.

³Tableau dashboards will be maintained for 2 years. If institutions are still using their Tableau dashboard at this point they can request an additional year of access. After this time the dashboards will be discontinued and participating institutions will no longer have access. Institutions may save content as pdfs or images before this time, and will receive a dashboard with multiple time points if they participate again.

Options for Mail-Out Administration

Institutions will have the option of two different survey mail-out protocols.

Option 1: Proxy Emails

Participating institutions may provide the CCWS analysts with a specified FROM email address to administer the survey on their behalf. Aliased email addresses for participants will be used so that the participating institution will not need to share employee names, employee emails, or employee numbers with the CCWS analysts.

Additionally, participating institutions will not need to send the email invitation and email reminders to their employees, as the CCWS analysts will do this on their behalf after jointly determining the desired invitation and reminder schedule.

Option 2: Self-Managed Mail-Out

Participating institutions may choose to self-manage their survey mail-out, using an anonymous survey link for each employee generated by the CCWS analysts. The participating institution will not need to share employee names, employee emails, or employee numbers with the CCWS analysts.

The participating institutions will need to be responsible for the email invitations and email reminders during the data collection period. Each week they will be provided a list of the random identifiers that were assigned to the employees who have not completed the survey, and will send out reminders. The institution will need to ensure that each employee receives the correct unique survey link, and merge response data with the random identifier data from the CCWS analyst to remove employees who have completed or unsubscribed from the survey before sending each email reminder.

The CCWS will be administered via the UBC Survey Tool, a cloud-based service provisioned by Qualtrics. It complies with the BC Freedom of Information and Protection of Privacy Act (FIPPA) as the data are kept secure and are stored and backed in Toronto, Ontario and Montreal, Quebec. The Survey Tool has completed UBC's Privacy Impact Assessment process, which assesses the privacy and security of UBC systems. Information collected using the Survey Tool is kept secure using measures including data encryption.

Ethics Approval Requirements

Because there is a dual nature to the CCWS (i.e. quality assurance and research database), participating institutions are responsible for securing ethics approval from their institution's research ethics board (REB), prior to participation. It is important to begin the ethics approval process early, as unexpected delays and revisions to applications often occur – please do not underestimate the suggested timeline (p. 10).

When completing an ethics application, it is important to designate the participating institution as the 'Principle Investigator' who is responsible for ensuring ethical standards are met during the deployment of the CCWS at their institution. **The CCWS is not the Principal Investigator for an institution's ethics application.**

When seeking approval for participation, institutions will typically experience one of the following three scenarios:

1. *REB may indicate review is not required (may be deemed quality assurance and not fit definition of 'research') and the need for a review is exempt/waived*
2. *REB may determine that it requires review, expedited or full*
3. *If there is no REB at the institution, a letter from senior administration stating that there is no REB and that they grant approval*

In all cases, documentation will need to be provided to CCWS of the institution's approval or exemption from their institution's REB review. In cases where an institution's REB requires review, or if senior administration requires further guidance for granting approval, support will be provided by the CCWS team to help institutions obtain the approvals that are required for conducting the survey. A template for ethics applications is available on the CCWS website, under '[Preparing for Deployment – Employee Survey](#).' The University of British Columbia's research dataset ethics certificate can be provided upon request.

Note: If institutions are interested in deploying the CCWS on a regular cycle, it is advised to have conversations with their REB to set themselves up for ease in future deployments – this may include setting up a renewal schedule of the ethics application, as opposed to initiating a new application with each deployment.

Deliverables – From CCWS to Institution

Pre-deployment

1. Aliased email file requirements (see Technical Documentation on the CCWS website, under '[Preparing for Deployment – Employee Survey](#)')
2. Template email invitation/reminders (see Technical Documentation on the CCWS website, under '[Preparing for Deployment – Employee Survey](#)')
3. Communications toolkit ([available on the CCWS website](#))

Post-deployment

1. Deployment report – provided within a week of survey closing
 - a. A short report with the deployment window, response rates, time taken to complete the survey, and list of prize winners (if prizes are provided).
2. Case-level data set for institution only – provided within one month of survey closing
 - a. This dataset will be cleaned, including removing the aliased email or URL (depending on the mail out method) used to identify students, and any small cell identifiers (<5 cases).
3. Dashboard on Tableau Server – access provided within 3-4 months after the deployment window closes
 - a. Frequency and statistical comparison (own institution vs. other cohort institutions, when available)

- b. Respondents' demographic profile
- c. If your PSI has taken part in both the employee and student survey in the same deployment (e.g., winter 2022), an integrated dashboard with frequency data for both populations
- d. If your institution has participated previously, a dashboard comparing the current and previous deployments.

Deliverables – From Institution to CCWS

Pre-deployment

A checklist is available (see Technical Documentation on the CCWS website, under '[Preparing for Deployment – Employee Survey](#)') that outlines the following deliverables:

1. Letter of approval, or exemption, from institutional REB for participation (see 'Ethics Approval Requirements', p. 7-8)
2. Decide whether the institution or CCWS analysts will email the survey invitation (see **Options for Mail-Out Administration**, p. 7, for more details)
 - a. If the institution would like the CCWS to email the survey invitations/reminders, the institution will need to provide CCWS with proxy emails for the employees
 - b. If the institution would like to email the survey invitations/reminders, the CCWS analysts will provide a list of unique survey links to the institution
3. Create recruitment schedule, survey launch/close dates
4. Identify institutional contacts and data owner
5. Completed aliased email file (i.e. from template; if required for mail out method)
6. Estimate sample size and create recruitment schedule, survey launch/close dates
7. Institution logo
8. Select survey language(s)
9. Provide termination page and resource links, if providing
10. Finalize wording of the email invitation/reminders (if choosing proxy mail-out; institutions choosing self-managed mail-out may receive feedback on these email invitations/reminders from the CCWS, if desired)
11. Finalize incentives
12. Provide institution-specific demographic response options
13. Identify preferred comparison group criteria
14. Select any optional core modules, and specify additional questions and/or modules, if including

Files containing identifiable institutional data are restricted to CCWS analysts. The CCWS is only allowed to archive and maintain, in confidence, versions of the dataset that can only be used in the context of executing CCWS data collection.

Timeline

Institutions will have the option of selecting one or multiple of the following deployments. The following timelines provide a general overview of preparations for deployment. **If you would like to take part in both the student and employee surveys at the same time, please note that the student survey is only offered in the Fall and Winter deployments.**

These timelines provide a general overview of preparations for deployment. Please review the Implementation Checklists available at www.ccws-becc.ca for full details.

Fall 2023 Deployment

- By April 1, 2023: Initiate REB applications and approval of service agreement at one's institution
 - Begin discussions at your institution about additional questions, promoting the survey, and the mail out option that will work best for you and your IT department
 - Request a service agreement for your institution from the CCWS team
- By July 31, 2023: Submit REB approval and signed service agreement to CCWS
- By mid-September 2023: Submit implementation checklist and aliased email file (if applicable) to CCWS
 - *Must be provided at least two weeks before survey launch date*
- October-November 2023: Survey deployment window
- Spring 2024: CCWS preparing deliverables to institutions

Winter 2024 Deployment

- By June 1, 2023: Initiate REB applications and approval of service agreement at one's institution
 - Begin discussions at your institution about additional questions, promoting the survey, and the mail out option that will work best for you and your IT department
 - Request a service agreement for your institution from the CCWS team
- By October 31, 2023: Submit REB approval and signed service agreement to CCWS
- By mid-January 2024: Submit implementation checklist and aliased email file (if applicable) to CCWS
 - *Must be provided at least two weeks before survey launch date*
- February-March 2024: Survey deployment window
- Summer 2024: CCWS preparing deliverables to institutions

Costs for Survey Participation

The CCWS operates as a cost-recovery model to make it cost-effective and sustainable for PSIs to participate. The following table outlines the cost of the survey for the employee version of the CCWS. There is a separate fee to take part in the student survey.

The cost of survey administration is based on your institution's total enrolment (i.e., head count of undergraduate and graduate students) as set out in the table below, and may be adjusted at the sole discretion of the survey Administrator. This fee is payable for each deployment that you select.

| Institutional Enrolment (head count) | Fee |
|---|--------|
| 1000 or fewer | \$1000 |
| 1001-5000 | \$3000 |
| 5001-10 000 | \$4000 |
| 10 001-20 000 | \$5000 |
| 20 001-40 000 | \$6000 |
| 40 001 + | \$7000 |

Fees are payable no later than 60 days following the Effective Date in the Service Agreement.

Please contact us with any concerns over the fee schedule and/or to confirm your institution’s fees.

Privacy and the CCWS

The CCWS team is committed to executing the presented services in compliance with data privacy, scientific rigour and integrity, as well as ethical conduct in data collection and processing. To this end, it shall adhere to all ethics and privacy rules set forth in the *Tri-Council Policy Statement*⁴ as well as those stated by the participating institutions, so as to protect the confidentiality of institutions and students participating in the survey and/or prevent disclosure about the current state of programs in a given institution.

The CCWS team recognizes that the Survey Administrator (UBC) holds all intellectual property rights on the CCWS questionnaire and exclusive rights over the research dataset. CCWS analysts are only allowed to archive and maintain, in confidence, versions of the dataset that can only be used in the context of executing CCWS data collection.

The CCWS team shall undertake all necessary steps to assure that privacy, scientific rigour and integrity are adhered to by all staff and students involved in the present survey, for every professional service provided.

Research Dataset Access

The data collected by CCWS are governed by the CCWS Data Access Policy and are made available to researchers for research related purposes. The core principle is ensuring both individual and institutional anonymity in analyses and any output. Accordingly, a Data Access Committee (DAC) will

⁴ CIHR, NSERC, SSHRC (2014). Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans. Ottawa: Government of Canada. http://www.pre.ethics.gc.ca/pdf/eng/tcps2-2014/TCPS_2_FINAL_Web.pdf

monitor and approve requests to ensure this anonymity. Starting summer 2020, the DAC will review requests, on a rolling basis, for accessing pooled data where institutional data is combined and compared in some way (e.g., at a national or provincial level; institutions of similar types or sizes) or for access to student- or employee-level data. Individual institutions may grant approval to share their **own** institutional CCWS data with researchers and subject to institutional REB approval for secondary data analysis. Approval of the DAC is not required in such circumstances. DAC approval is required for accessing aggregated data.

For more information, see the CCWS Data Access Policy (available at <http://ccws-becc.ca/>).

FAQs

Can my institution add questions to the core survey?

Yes. Up to five additional questions can be programmed into the institution's version of the CCWS. Alterations to the core CCWS will not be permitted; this is to ensure a common surveillance tool that allows comparisons to national norms/similar institutions, informed by priorities of post-secondary institutions. Extra modules will be developed in the future that institutions can elect to add to the CCWS core survey.

Can changes in wording be made to the survey?

We understand that due to the sensitive nature of some of the questions, there may be suggestions for wording changes. The CCWS research team has taken great care with the sensitive demographic questions and have relied on the UBC Office of Equity and Inclusion to inform us how best to ask these questions based on current 'best' practice – that is rapidly evolving.

What kind of modules will be available in the future?

There are optional modules that can be added to the core CCWS module. These currently include substance use, suicidal ideation, and a longer version of the food security measure. We have received interest for other modules such as childcare responsibilities. We would like to plan future modules based on institutional need, so please send us your ideas.

For more FAQs, please visit <https://www.ccws-becc.ca/>.