

# **WORKLOAD SURVEY RESULTS:**

**Question 1:** What do you feel is the busiest time of year in your job? What adds to the workload at this time? E.g. competing deadlines etc...

***Remedy:***

- Casual assistance during peak times
- Expand work year for 10 month employees (add additional week to work year on top of 5 days currently in place to use between end of school and start up)
- More permanent staff
- Expand computer services

***Board's Response:***

- The Board did put extra help into several schools this year when the Program Enhancement Funding came from the government
- Recently, several other schools and the Help Desk were given extra days to be used when needed to help with workload issues
- This is a staffing issue – depends on affordability, several schools and the help desk have already received extra days to be used when they feel necessary
- The casual budget is to cover absences only and mandatory in-services
- We work for a Board with a declining enrolment – there is only so much money allocated for staffing
- Computer service dept. expansion has been discussed but to date the money has been allocated for this year and this account cannot be overspent

**Question 2:** Do you feel your work location is staffed adequately?

***Remedy:***

- Staffing to be done based on numbers in October at the same time as teaching staff. (Only 1 time interruption to schools)
- Upgrade staffing formula to recognize workload/increase in responsibilities
- Extra help during peak times
- Hire full time library techs

***Board's Response:***

- Staffing this year was done on the projected enrolment, staffing has been done in June and May so that staff will be in place for September school

opening, the Board will look into the possibility of staffing from actual enrolment from September actual numbers

- The Board is willing to look at other criteria for staffing secondary schools eg. Compensatory/high needs schools (this is already done for elementary)
- Staffing formula is based on enrolment – fixed pot of money – this formula is not a generator
- Some schools do not have a library technician at all, schools are using websites more – circulation in schools are down

**Question 3:** Do you feel you have received adequate training/in-services to do your job efficiently? E.g. Time Management/Organizational skills.

***Remedy:***

- Casuals need a longer training period
- Training on new Board software and processes BEFORE implementation e.g. new purchasing web ordering, rollout period
- Casual help for mandatory training
- Smaller groups/like groups e.g. school size for training sessions

***Board's response:***

- Casuals need to identify where they feel they need extra training
- A discussion took place around new financial system which will be implemented and when the best time for implementation would be (Bass 2000), the board will invite a group of members to have input into the new system
- Casual help is supplied for mandatory trainings – if casuals are available

**Question 4:** Do you feel you have enough time to complete your daily required tasks?

***Remedy:***

- More approved overtime at the discretion of the supervisor/principal/manager
- Understanding by supervisors/principals/managers that the work day is only 7 hours (lunch is un-paid, breaks are a part of the collective agreement and not a perk)
- All Secondary Schools need Synervoice

- Casuals need more on-location training (job shadowing)

***Board's response:***

- Synervoice is not in some schools because of the age of the school equipment – the board is looking into putting Synervoice into some elementary schools
- Ken Bain will speak to supervisors/principals/managers about sensitivity of office administrators concerns

**Question 5:** Do you feel the present system is set up adequately for you to acquire a replacement when necessary?

***Remedy:***

- All OCTU Members on SEMS to activate supply coverage. (such as Teaching/E.A. staff)
- If SEMS can't accommodate OCTU, set up a system similar to caretaking staff
- First day replacements for all positions
- More trained casual staff for all work groups

***Board's Response:***

- There are discussions taking place about putting elementary schools onto SEMs, difficult for Secondary because of the different job categories/grades and that there are not replacements until 4<sup>th</sup> day, Administration offices there is no replacement
- H.R. will check with Computer Services again regarding the OCTU conference so that members can post their request for supply coverage

**Question 6:** Do you feel you get enough support from your supervisor/principal?

***Remedy:***

- Supervisor/manager/principal should be aware of the job descriptions of the employees they currently work with
- Communication needs to be addressed to keep members informed of system issues, location issues, and current issues

- 1 Administrator to be in the Schools at all times. If not possible, there must be a Principal's Designate with full release from any teaching duties.

***Boards response:***

- HWETL collective agreement has an article that states when the Designated Teacher assumes any of the responsibilities of a principal an occasional teacher shall be hired on the second day – it is not necessary to replace them on the first day.
- Some teachers want to teach their own class – don't want a supply teacher in
- Ken Bain will speak at the February 6<sup>th</sup> operations meeting to inform the principals to share information that will affect support staff – from Principal's conference

**Question 7:** Have the changes to your work environment in the last 2 years affected your workload?

- Increase in responsibilities
- Changes in procedures e.g. SGF, eSIS, abilities restrictive e.g. students/teachers on internet, now less network administration, server changes, labour intensive processes
- Administrative Micromanaging: E.g. Lockdown procedures (when admin. Staff alone in school)
- Ministry accountability has increased
- Due to the increase, increase in competing deadlines E.g. ministry report, principal report, DRA recording, ESL reports, monthly quicken reports, and AUDITS all due end of October

***Board's Response:***

- Ken will look into Lockdown procedures
- Ken will speak to Principals about the pressures office staff are under during reporting time
- Extra days were given to the Help Desk to help with the workload –
- Computer services should get back to normal when ONSIS – eSIS project completed at the end of March

