

## U of T UniForum Service Effectiveness Survey Launch Date Revised to October 18

uoft\_effectiveness\_survey-l: 2021 Service Effectiveness Survey <UOFT\_EFFECTIVENESS\_SURVEY-L@LISTSERV.UTORONTO.CA>

on behalf of

UniForum@UofT <uniforum@utoronto.ca>

Tue 2021-10-12 3:57 PM

To: UOFT\_EFFECTIVENESS\_SURVEY-L@LISTSERV.UTORONTO.CA <UOFT\_EFFECTIVENESS\_SURVEY-L@LISTSERV.UTORONTO.CA>

Dear colleagues,

Further to our earlier communication, in response to feedback from our community, the decision has been made to delay the launch of the Service Effectiveness Survey to **October 18**. The survey will run for three weeks and close on **November 5, 2021**.

Please watch for your invitation by email with the title, "**U of T UniForum Service Effectiveness Survey**," on **October 18, 2021**, with a link to access the survey online.

If you have any questions, please contact the UniForum@UofT team at [uniforum@utoronto.ca](mailto:uniforum@utoronto.ca).

Thank you in advance for helping us improve the university's services.

Kind regards,

UniForum@UofT Project Team

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**From:** uoft\_effectiveness\_survey-l: 2021 Service Effectiveness Survey <UOFT\_EFFECTIVENESS\_SURVEY-L@LISTSERV.UTORONTO.CA> on behalf of UniForum@UofT <uniforum@utoronto.ca>

**Sent:** October 4, 2021 4:03 PM

**To:** UOFT\_EFFECTIVENESS\_SURVEY-L@LISTSERV.UTORONTO.CA <UOFT\_EFFECTIVENESS\_SURVEY-L@LISTSERV.UTORONTO.CA>

**Subject:** U of T UniForum Service Effectiveness Survey Launching October 12

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Date: October 4, 2021

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To: University of Toronto Faculty, Librarians, and Staff

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From: Kelly Hannah-Moffat, Vice-President, People Strategy, Equity & Culture  
Scott Mabury, Vice-President, Operations & Real Estate Partnerships

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Re: **U of T UniForum Service Effectiveness Survey Launching October 12**

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Dear colleagues,

**On October 12 we will launch the second Service Effectiveness Survey** to understand the importance of, and employee satisfaction with, different services across U of T's three campuses. The Service Effectiveness Survey was last conducted in 2018.

The two-part survey focuses on key services that include finance, human resources, facilities management, student support, teaching support, research support, and information technology. The survey is designed to take 15 minutes to complete, and faculty, librarians, and staff will be randomly selected to complete either part 1 or part 2 of the survey.

Your feedback will help us understand which services meet your needs and which need improvement. Combined with the UniForum activity and resourcing data collected over the summer, the survey results will also help us understand whether services are resourced appropriately.

The survey is being conducted by [Cubane Consulting](#) on behalf of universities participating in the UniForum program. Cubane will compile the results and provide benchmarking data against the survey results of other participating universities, including those in the Russell Group in the UK, the Group of 8 Universities in Australia, and six peer institutions in Canada (UBC, McMaster, U of Alberta, U of Calgary, Simon Fraser, and York U).

You will receive an invitation by email with the title, "**U of T UniForum Service Effectiveness Survey,**" on **October 12, 2021**, with a link to access the survey online. The survey will run for three weeks and close on **October 29, 2021**. **All responses are confidential - information will only be shared with the university anonymously.**

If you have any questions, please contact the UniForum@UofT team at [uniforum@utoronto.ca](mailto:uniforum@utoronto.ca).

Thank you in advance for helping us improve the university's services.

Kind regards,

Scott Mabury  
Vice-President, Operations & Real Estate Partnerships

Kelly Hannah-Moffat  
Vice-President, People Strategy, Equity & Culture