



: DOING HYBRID WELL

UBC FACULTY OF MEDICINE SHARED WORKSPACE EARLY ADOPTER ENGAGEMENT SUMMARY

Background + Introduction

Over the next year, the Faculty of Medicine is undertaking a pilot project, as part of the overarching [Work\(place\) Evolution: Doing Hybrid Well Initiative](#), to introduce a shared workspace model at our existing worksites on campus.

Since mid-June, six Dean's Office units have made the transition from dedicated to shared bookable workspaces as part of an 'early adopter' pilot. The groups were chosen based on readiness for change, willingness to participate in the early pilot, and/or an immediate need for access to shared workspaces, and included:

- Office of Creative & Communications
- Space Planning & Facilities Management
- Digital Solutions leadership
- Central Advisory HR Services
- Strategic Projects Management Team
- Graduate & Postdoctoral Education

During this time, 35 participants were trained on the Condeco workspace booking tool, new shared workspace norms and provided access to book 25 shared workspaces on IRC (3rd floor). These included a mix of single occupancy offices, double occupancy offices and open workspaces.

The goal of the 'early adopter' pilot was to develop, test, and learn with a small group of people and workspaces first and then integrate the lessons learned into plans for the broader transition to the shared workspace model with other Dean's Office units (IRC 3rd floor and DMCBH) this Fall.

The sections that follow detail engagement activities that took place during the 'early adopter' pilot, what the project team heard, how that input has been considered, and next steps for the project.

Process + Summary of Input

Process

Engagement, communication, and training activities with 'early adopter' pilot units included:

- Regular email communication with unit representatives to provide information about expectations for using shared space, scheduling, technology deployment, the Condeco software, storage guidelines, and to respond to questions and concerns on other topics.
- Meetings with individual unit representatives to address unit-specific needs or issues.

- Training sessions on the Condeco software covering how to book and cancel a booking for a workspace, check in to a workspace, and how to find colleagues. Training was provided to executive assistants and unit administrators on how to book on behalf of another person.
- Two surveys with all ‘early adopter’ pilot participants – one before and one six weeks after the change to using shared space. Copies of the survey questions can be found in Appendices A.

Engagement, communication, and training activities with all Dean’s Office units included:

- A meeting with all unit representatives to provide project updates, early pilot findings, and information on scheduling, storage solutions, training, tools, and resources
- Broader email communications to all Dean’s Office units regarding the overall progress of the project and upcoming milestones
- An anonymous feedback form on MedNet

Summary of Input

Pre- and Post- Transition to Shared Space Surveys – What We Heard

Pre-Transition Shared Space Survey

The pre-transition survey was sent to 35 people in early adopter units who had the chance to participate between May 24 and June 4, 2023. It had a 70% response rate.

We heard that:

- 81% of respondents were familiar with what’s changing because of the project
- 76% understood the reasons why the Faculty of Medicine was undertaking the project
- 86% felt they had the opportunity to be involved in the process, ask questions, and share ideas and concerns about the transition to shared workspace
- 81% felt their team was well supported to make the transition to shared workspace

Post-Implementation Shared Space Survey

The post-transition survey was sent to 35 of people in early adopter units who had participated between July 25 and August 8, 2023. It is possible that the lower response rate (60%) was due to summer vacation absences.

We heard that:

- 83% understood the reasons why the Faculty of Medicine is undertaking the project
- 89% understood the guidelines for using a shared workspace
- 94% felt well informed about the pilot project
- 71% were agreeable to the changes that have happened as part of the transition to shared workspace

Feedback overall was supportive and positive regarding the work the project team had done to support the transition for early adopter groups. Other comments received included a suggestion to hold an event to kick-off the broader transition to shared space in the Fall for remaining Dean’s Office units, a request that those who require access to enclosed workspaces be accommodated, and a recommendation to allow booking of workspaces farther into the future and to change the check-in time to earlier.

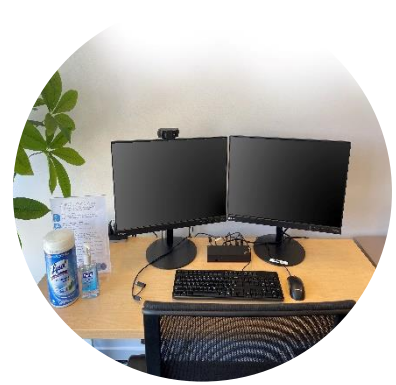
The project team learned across both surveys that there is room to continue to communicate clearly and consistently, and to share information about the project overall. In specific, respondents said they want more details on what

individuals should do if they encounter challenges with booking or using shared workspaces, where to direct questions or feedback, and where to find information such as guidelines.

Other Input and Adjustments for September Launch

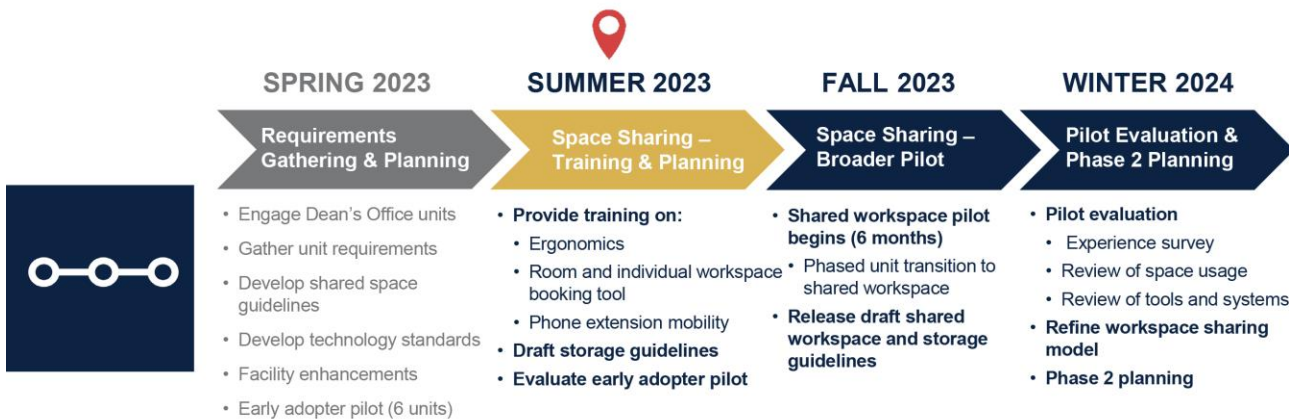
Five main themes emerged across the input received during the ‘early adopter’ pilot. The following table summarizes the comments received by theme and how they were considered.

Main Theme	Comments Received	September Launch Adjustment
Functionality and constraints of the Condeco workspace booking tool.	That the 10:30 a.m. booking check-in time is a barrier for staff arriving at the office in the morning.	Check-in time will be adjusted from 10:30 a.m. to 9:30 a. m. to make workspaces available earlier in the day. The option to check-in remotely accommodates people unable to make it to site before 9:30 am and/or who require a workspace in the afternoon.
	Condeco was described as being intuitive and simple to use though some found it less flexible than a first-come-first-serve approach.	No action required.
Ability to use assigned desk phone numbers.	Not all staff have access to a work cellphone and need access to a desktop phone.	Voice Extension Mobility will be implemented to enable individuals to sign into phones and access all of the functionality of a desktop phone & existing phone number at any workspace.
Short and long-term storage for personal and individual effects in shared workspace.	There is a need for long-term solutions to conveniently store personal items.	A detailed storage plan, which includes day use lockers, food storage in the kitchen, and storage for event supplies will be implemented ahead of the full pilot launch to ensure all units are supported when moving to shared workspaces.
Quality of the shared space environment (equipment, tools, atmosphere)	Preference for unscented cleaning products.	Unscented cleaning products are now available.
	Request for Condeco log-in QR codes to be posted in individual workstations.	QR codes posted at shared workspaces.
	Concerns regarding the varying quality and age of task chairs at IRC.	Existing task chairs at IRC have been evaluated, with input from UBC Ergonomics, and replacement chairs will be ordered to bring them up to the same standard as DMCBH chairs.
Availability of single occupancy offices for booking	There is a lot of demand to book single occupancy offices and this was a clear pressure point in the ‘early adopter’ pilot.	Single occupancy offices will be assigned as flexible workspaces. The offices will be assigned to Dean’s Office unit directors and made available for others to use when not in use.



Unit input through the ‘early adopter’ pilot project has also helped the project team identify facility enhancements to better support hybrid working in shared space. Updates completed this summer include a new informal meetings area at IRC, new partitions to improve privacy at DMCBH, and standard desktop equipment rolled out at both sites.

Next Steps



In September 2023, the 9 remaining Dean’s Office units will transition to shared space in both IRC and DMCBH, with an additional 100 workspaces shifting from dedicated to shared bookable spaces. The rollout will follow a similar process to the ‘early adopter’ pilot, including regular meetings, training, surveys, and other engagement activities.

Once all Dean’s Office units have transitioned to shared space (Phase 1), planning for Phase 2 will begin, which includes Faculty of Medicine office spaces at Vancouver General Hospital clinical sites (DHCC and City Square).

If you have any questions regarding the project, please email Jamie Witt at jamie.witt@ubc.ca. For more information about the Work(place) Evolution: Doing Hybrid Well initiative, please visit the project page on [MedNet](#).

Appendices:

[Appendix A: WPE Early Adopter Pre-implementation & Post-Implementation Survey Questions](#)