



WATERLOO
ENGINEERING SOCIETY

Feedback Plan – Spring 2018

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Purpose

This plan has developed in response to overwhelming feedback, from past Executive Officers and Council representatives, that the feedback system for the Waterloo Engineering Society is deficient.

There is an unfortunate history of the disheartening of exec teams and drop-off of interest in the positions or initiatives from the first academic term to the second academic term. While this can be attributed to multiple factors - including, but not limited to burnout and distancing - an improvement to the feedback system could do something to demonstrate an appreciation of the work done by an executive team and help mitigate this issue.

One identified issue is that the feedback received at these sessions does not accurately reflect the situation as council is often somewhat removed from the actions and decisions of the Executive. Additionally, it is found that the feedback would have been much more useful if presented at a time when the issues could have been addressed. Finally, there is often a focus on negative feedback during the feedback sessions as there “just isn’t enough time” to highlight any good work that the executive team has done.

Furthermore, an issue raised by past Council Representatives is that the feedback session is long and drawn out. Circular discussion is typical, and there is not enough time to focus on any specifics to help the Executive or Officers focus on areas for improvement.

This plan aims to address the issues of feedback periods that are too short, ill-timed, or overly negative. This plan will implement a feedback timeline throughout the term that will focus on sessions, internal officer team and executive feedback, online options, and goals presentations.

The position of Chief Feedback Officer (CFO) will for the trial term of Spring 2018 take on a larger role, and develop recommendations with the President for action through future terms based on which new structures had the most impact or involvement, and the quality of feedback for the officer team communicated through the various platforms.

It's good to remember that the Executive and Officer positions are filled by students. Please keep this in mind.

The New Role of the Chief Feedback Officer (CFO)

Constitution and Policy Manual

The role of Chief Feedback Officer is not currently defined in the Constitution or Policy Manual. It is therefore understood the roles and responsibilities of the CFO are not fixed and can be expanded or developed.

Present Roles and Responsibilities

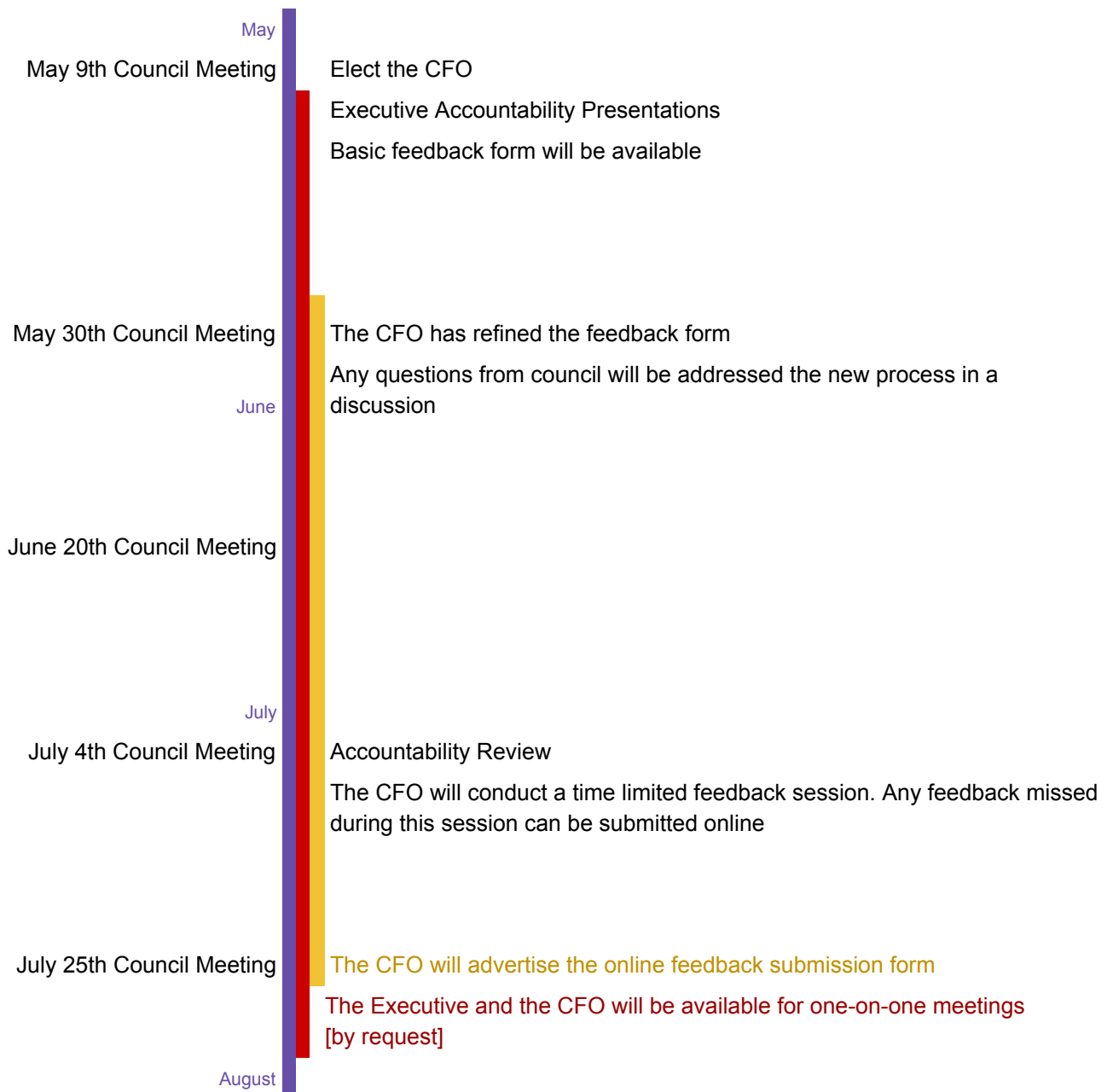
1. Conduct a feedback session at Council Meeting 4
2. Compile and present the feedback to the executive team in a timely manner

Roles and Responsibilities Through the Trial Period

1. Maintain a feedback form and review submissions
2. Compile and deliver feedback to the executive team from the feedback form on a continuous basis
3. Advertise or promote the feedback form throughout the term
4. Be available for in person feedback if requested
5. Conduct a feedback session at Council Meeting 4
6. Compile and present the feedback to the executive team in a timely manner
7. Make provisions for individual executive feedback to be shared with the president so that they can follow up if needed

Timeline

Spring Term 2018 - Trial Feedback



Methods

Online Feedback Form

The online feedback form will be developed to provide feedback on a continuous basis throughout the academic term. This form will be private, and submissions will only be viewable by the CFO. Feedback can be anonymous or personalized through this form. This form will centralize general feedback and specific feedback in the same place.

One On One Sessions

Each executive officer has three or more office hours per week in which you can drop in or schedule to meet them to discuss any concerns or ideas that anyone in council has. We do not have the capacity to book meetings with each of the members of our council as we have a very large council, but the opportunity to speak one-on-one to each executive exists and a private room will be available. One-on-one sessions with the CFO will also be available at the discretion of the CFO.

Accountability Presentations

The executive goals presentations will continue throughout the term. There will be two presentations - an initial overview at Council Meeting 1 and a review/update at Council Meeting 4 immediately preceding the Accountability Session. These sessions will be a good opportunity for feedback and council will be encouraged to provide anonymous online feedback through the form.

Feedback Sessions

The feedback session will be conducted as it always has, in the second last council meeting of the term. The feedback session content may be based on predetermined topics or on portfolio, at the discretion of the CFO. All executive officers, on- and off-term, will be asked to leave the room for the feedback session.

Commissioners and Off Term Executive Officers

ON- and OFF-term executive and on-term commissioners will not be invited to participate in the council feedback session. People in these positions tend to shape or distort communication and feedback.

Commissioners and Executive are invited to contact the CFO for one-on-one sessions, and are invited to use the ongoing feedback submission form, CFO's eyes only.

Investigation

Consultation and Investigation with Other Canadian Engineering Societies

Names from the below contributors have been removed. Please Note: Recommendations Presented Below Have Been Edited For Clarity and Brevity

Organization	Recommendations/Ideas
Carleton University	<ul style="list-style-type: none"> - an accountability officer who manages an email account for any feedback throughout the entire year - encourage all members (and council) to send feedback to them so that they can present it at our exec meetings in a constructive light, weed out any comments that are unnecessarily harsh and just not useful in general. - one-on-one meetings between our VP Internal and every council member. <ul style="list-style-type: none"> - middle of first semester and the beginning of second semester - council could bring up things that they thought needed to be changed and things that they were happy with - really helped to build a healthy relationship between exec and council - Council is 24 people including exec - an accountability session during our general meetings (run by the accountability officer) to gather feedback from the general membership at the end of each term <ul style="list-style-type: none"> - Again only constructive comments are kept and presented to the execs - Focus on general member feedback (not council)
Western University	<ul style="list-style-type: none"> - Halfway through my term we do accountability of all of the executive team with the council. <ul style="list-style-type: none"> - Each member of the exec team gets a copy of their accountability so do I - If there's any major concern Council then we go over what they can do better next term - Maybe identifying and drawing a line on where and what you guys can do might also help. - We make slides with all of the things they are mandated to do in the by-laws and what they have promised to do in their platform

<p>University of Windsor</p>	<ul style="list-style-type: none"> - We have our accountability at AGM where people can say whatever they want and then it's included in the minutes for the exec to later read <ul style="list-style-type: none"> - big room atmosphere might discourage people from being mean - [You Could] make a survey like the one CFES did at Congress <ul style="list-style-type: none"> - break down what you have actually read - so what you have actually participated in on the engsoc side of things and then your feedback based on specific questions. - Including the "other" type question at the end would give people a chance to air any other grievances (or compliments) but it might be more useful to you guys
<p>University of Saskatchewan</p>	<ul style="list-style-type: none"> - at all of the academic tutorials we run the student attendees fill in physical forms evaluating the instructor and the content, which are then reviewed by the instructor and the VP Student Affairs. - Our Store Operations Commissioner and Lounge Commissioner also run a separate feedback suggestions form system so that they can make improvements to our eng soc store and Lounge. - So it's mostly all separated by the area of service. - I ran a student survey on a few issues ... that included general feedback on eng soc services and operations. <ul style="list-style-type: none"> - one person in charge of actually viewing and sorting all of the feedback shielded the blow to the rest of the exec so instead of trudging through a bunch of negativity I could pick out the best or more most common suggestions that could actually improve their portfolios. - Calgary has some kind of returning student survey, which seems consistent and might be useful. <ul style="list-style-type: none"> - get in touch with Laura Fader and find out more about it.