Happening in SRO
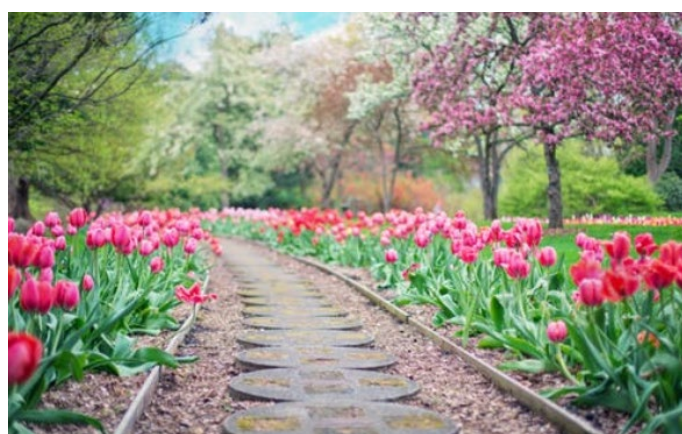
You can find this "Happening in SRO" and all similar newsletters on the SRO Intranet Home Page, located at: http://isr-wp.isr.umich.edu/srointranet/ under Recent News.

If you have items for the newsletter or if you would like to highlight an event, please let Ann Vernier or your unit director know.

Welcome, Spring!

The CCP Corner - Tips for Telecommuting during COVID-19
(Aimee Miller)

In a matter of days, the University of Michigan and SRO went from normal operations to telecommute as possible. In addition to the transition to working from home for many, those sharing a household with other family members, including children, will be "working from home" together. To help you navigate, we have found some articles that may be of assistance as we get our telecommuting feet under us.

- Working From Home? Here Are 7 Things You Should Start Doing Today
- Coronavirus: How to work from home, the right way
- Got kids? Try these 11 quick tips for working from home while they're with you.

The 2019 Interviewer Satisfaction Survey
(Pete Batra, Grant Benson, Carlos Macuada, Raphael Nishimura, Maureen O'Brien, Andrea Sims, Ken Szmigiel)

In July 2019, SRO launched the second wave of our Interviewer Satisfaction Survey. Our goal was to better understand the factors leading to interviewers' satisfaction level with their SRO employment as well as their intention to continue their employment with SRO. As with the 2018 survey, all active and on-hold interviewers were invited to participate. Of the 501 eligible interviewers in 2019, 397 submitted responses, and 95% completed at least 30% of the survey.

The final 2019 response rate was 75.8% (n=380). Eighty-one percent of respondents consented to link their performance data to their survey data.

Job satisfaction among field interviewers remained fairly consistent with results from 2018. However, among SSL interviewers, the overall proportion of respondents reporting to be very satisfied significantly decreased from 2018 to 2019.

Intent to stay in the 2019 survey – our retention predictor – increased slightly among field interviewers and decreased slightly among SSL interviewers compared to 2018. However, such differences were not statistically significant, and for both field and SSL interviewers, more than 85 percent of interviewers indicated intention to continue working for SRO if there was available work.

Overall, the 2019 Interviewer Satisfaction Survey found:

- Job expectations and demands are generally well understood by interviewers but appear to be only weakly associated with job satisfaction. The relationship is stronger for SSL interviewers than for field interviewers.
- Team leader (TL) support continues to be an important contributor to job satisfaction. However, perception of team leader support was an important contributor of intent to stay among field interviewers only. This is understandable in the context of interviewers being assigned to specific TLs on field projects. On SSL projects, TLs are assigned to shifts rather than interviewer teams.
- Over 50 percent of interviewers either agreed or strongly agreed that they were fairly compensated across all compensation variables, though field interviewers were less likely to agree that they were fairly compensated or satisfied with their pay than SSL interviewers.
- We identified two 'engagement' related factors in the survey – *belongingness*, signifying that the interviewer feels part of a community or group, and *work engagement*, related more to the connectedness that the interviewer has with the work or work product.
    - Belongingness was strongly correlated with job satisfaction and also with intent to stay.
    - Work engagement was also strongly correlated with job satisfaction, but not with intent to stay.
- Interviewers generally reported low levels of burnout.
- Field and SSL interviewers identified dealing with respondents who use raised voices, threats, or profanity as their top stressor, followed by receiving conflicting instructions from project managers, production managers, and team leaders. Field interviewers also reported significant stress from working after dark.
- Our new health indicators (self-rated general health, physical effort in an average work day, how often poor physical or mental health prevented usual activities, impressions of stress, physical pain in the last month, sleep), were correlated with both job satisfaction and intent to stay, though more strongly in the SSL than in the field. This could have been because SSL interviewers were more likely to report difficulty with remaining physically active while at work.
- Seventy-eight percent of interviewers indicated that they would appreciate receiving notification of on-staffer job opportunities either via text messages or via an app on their smart phones.
- The job appreciation vignettes confirmed a strong preference for monetary compensation as acknowledgement for positive performance, followed by verbal praise.

The data linkage permission provides a new tool for assessing the extent to which interviewers rate their performance in a manner similar to those of managers and general monitoring scores. So far, we identified weak to no relationship between their self-perception and operational performance measures. This is a rich source of future research that will help to guide interviewer training and retraining.

Overall, the survey results do point to some clear areas where SRO can work to improve the job satisfaction and retention among our interviewers. These efforts can and should be tailored to the individual work environments of our interviewers, as appropriate.

Main findings will be shared with all interviewers through the Interviewer Website, and the team is evaluating next steps including whether to collect a third wave of interviewer responses or to redirect effort to gather more focused information from our team leaders.

- The Interviewer Satisfaction Survey Team

SRO Wellness News
(SRO Wellness Committee)

Remembering to look after your wellness is especially important during these unexpected times. To refresh your definition of the terms, please follow this link:
Link to Well-being at U-M

We encourage you to use the mindset "physical distancing" instead of "social distancing" and embrace all the ways you can stay connected with technology.

LET'S STAY CONNECTED:
- Let's document this experience with pictures. Upload a picture(s) of how you are incorporating wellness into your current situation. If we get enough pictures, we will send out a slideshow each week with that week's submissions.
  - Upload location: K:\SRO Wellness Pictures (save in the appropriate week)
  - Save as: Last name and wellness aspect (example: Harris_Social)

- Let's share resources. Send resources that you discover to the SRO Wellness Committee (srowellcomm@umich.edu) and we will update a Google Doc with these resources so they are in a central location.

Here are a few ways you can focus on wellness:

Physical – Try Ryan Neice's at-home workouts: Link to Ryan's Workouts

Emotional/Mental – Try one of the exercises from the 'Managing Anxiety and Uncertainty' article written by the CCP team (and sent by email from N. Kirgis on 3/20).

Environmental – Get outside and take a walk while practicing physical distancing.

Financial – Explore options with your mortgage companies/landlord, loan companies, and insurance for options during this time.

Occupational – Explore ways to make your new work environment successful for you. What does that look like? Reach out to your supervisor if there are tools that would benefit you during this time.

Social – Arrange to do a Zoom or BlueJeans lunch with colleagues.

Intellectual – Learn a new skill utilizing all the free resources available. Share this skill and see if anyone needs any assistance.

Spiritual – Find purpose however it best applies to you. Spiritual gatherings and meditation sessions are happening online. Attend one that best applies to your needs.

> ➢ Here is a link to the website for University of Michigan Guide to Well-Being during COVID-19.
> U-M Guide to Well-Being During COVID-19

Tips and Tricks - Using Search Operators in Gmail
(Kelly Chatain)

When you're looking for that ONE email from that ONE person on that ONE project, use a search operator! They are a great time saver for a variety of search situations. Start typing in the operator in the "Search mail" bar and let Gmail do the rest. A complete list is available on the Google Support site (https://support.google.com/mail/answer/7190?hl=en) , but here are a few operators I've found useful:

label:
Use it when you've been labeling your project emails like a champ, but your list of labels goes allllllll the way down the screen and then some. Or when you want to search for "budget" in the text but don't want to sort through your budget emails from five different projects.

from:
I know you sent this, Donnalee...

has:attachment
I know Donnalee attached that file on one of these threads...

has:document
I know Donnalee included a link to that Google doc, but the link is gobbledygook so how do I find it?

subject:
I use the word "archive" way too many times, but I know it's important when it makes it into the subject line...