Department Safety Coordinator
Program Evaluation
Friday, May 01, 2015
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Background
The Department Safety Coordinator (DSC) program was implemented in September 2014 in a completely virtual, lean, format. To identify effectiveness of the program, the DSC Program Evaluation form was released on 03/05/15 asking for feedback from participants. The purpose of this report is to examine DSC Participation, Reaction, Behavior changes, and Effectiveness as a result of the program. It was also important to acquire Feedback about what people “Liked most” and “Liked least.” As of 04/02/15, 30 people have responded.

Participation
Each department is responsible for designating a DSC. These individuals are responsible for implementation of the Injury & Illness Prevention Plan (IIPP) per UCR Campus Policy 425-58.

Department Safety Coordinator Assignments

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>16%</td>
<td>17%</td>
<td>38%</td>
<td>55%</td>
<td>96%</td>
<td>96%</td>
</tr>
</tbody>
</table>

Approximately 96% of departments assigned individuals to serve as a Department Safety Coordinator.

Reaction
Evaluation of reactions enables the program to examine how well the participants liked the program’s implementation. Reactions provide an indicator of program quality and overall satisfaction.

What is your overall reaction to this program?

- Very Poor
- Poor
- Neutral
- Good
- Very Good

Approximately 72% of individuals indicated that program was either “Good” or “Very Good”.

Behavior
Evaluation of behavior enables the program to examine the changes in performance as a result. Behavior data provide an indicator of the effectiveness of training in transferring knowledge or skills from the program to the job.

The program affected the way I do my work

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Approximately 59% of reported changes in behavior were attributed to the program.

Effectiveness
The program was evaluated in terms of its effectiveness in impacting: 1) Integrity, 2) Learning, and 3) Safety Culture.

1. Integrity
   Refers to the attention to people, processes, resources, and customer/client (needs).

2. Learning
   Enables the program to examine the extent to which participants gained skill or knowledge.

3. Safety Culture
   Defined in terms of the beliefs, values, and behavior (or performance) that individuals subscribe to in an organization. This is based on a definition of organizational culture described by Edgar Schein.
Integrity

BAS Strategy

The program helped:

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>People</td>
<td>21</td>
</tr>
<tr>
<td>Processes</td>
<td>17</td>
</tr>
<tr>
<td>Resources</td>
<td>11</td>
</tr>
<tr>
<td>Customer</td>
<td>9</td>
</tr>
<tr>
<td>None</td>
<td>4</td>
</tr>
</tbody>
</table>

A majority of individuals reported that the program helped develop their knowledge or skills as People (72%). Improvements can be made in how the program improves Processes (59%), helps participants use Resources wisely (38%), and responds to their needs as a Customer/Client (31%).

Integrity reflects the extent to which the program is meeting the vision of Business & Administrative Services (BAS) organizational unit, provided for by Vice Chancellor Ron Coley. All BAS programs should attempt to align their initiatives with that of the BAS Strategy on “Integrity”.

Learning

I have increased awareness of:

<table>
<thead>
<tr>
<th>Awareness Area</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>EH&amp;S Programs</td>
<td>21</td>
</tr>
<tr>
<td>Injury Prevention</td>
<td>20</td>
</tr>
<tr>
<td>Latest News</td>
<td>20</td>
</tr>
<tr>
<td>IIPP</td>
<td>19</td>
</tr>
<tr>
<td>None</td>
<td>3</td>
</tr>
</tbody>
</table>

A majority of individuals reported that the program increased awareness of EH&S Programs (72%). Many also noted increased knowledge of Injury Prevention topics (69%), Injury & Illness Prevention Plan, or “IIPP” (66%), and Latest News (69%) regarding safety on campus.

Safety Culture

As a result of the program:

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Believe</td>
<td>23</td>
</tr>
<tr>
<td>Value</td>
<td>22</td>
</tr>
<tr>
<td>Perform</td>
<td>19</td>
</tr>
<tr>
<td>None</td>
<td>3</td>
</tr>
</tbody>
</table>

A majority of individuals reported that the program impacted their safety culture beliefs (79%) and values (76%). Many also noted they now perform (71%) safely.

Feedback

Participants were given the opportunity to provide comments about the program. Individuals provided positive and constructive feedback, which aggregated into the categories below. For a list of detailed comments, contact EH&S.

Most/Least Liked

<table>
<thead>
<tr>
<th>Feedback Area</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time required</td>
<td>2</td>
</tr>
<tr>
<td>Too focused on laboratories</td>
<td>2</td>
</tr>
<tr>
<td>Program requirements</td>
<td>2</td>
</tr>
<tr>
<td>Presenter skills</td>
<td>2</td>
</tr>
<tr>
<td>Resources</td>
<td>2</td>
</tr>
<tr>
<td>Format of meetings (webconference)</td>
<td>11</td>
</tr>
</tbody>
</table>

A majority of comments included constructive feedback or ways that the program could be improved. The most common suggestions and/or complaints were: time required for committing to tasks is too much, topics are too focused on laboratories, and program requirements are excessive. Positive comments revolved around good presenter skills, types of resources and information available, and format of meetings (web conferences, recordings for later viewing, and consistency of information).
## Comments

### Positive

1. Thank you all for your time and efforts in putting these together as well as allowing us to meet from our offices. Very efficient and helpful.
2. I would like these to continue and find the information beneficial for me.
3. Please keep this program so that continuity can be maintained when DSCs leave and new DSCs come aboard. Thank you.
4. Very happy that this monthly meeting was implemented.
5. YOU ALL HAVE DONE A FANTASTIC JOB EACH MONTH. YOU ARE PREPARED AND ORGANIZED.
6. Thanks for all your hard work!
7. I began the program late, in January but have found it very useful to get my position as DSC started.
8. I think the DSC program is very valuable. I really like the way it is structured with the presentation about a particular EH&S program and then followed up by an injury prevention topic and the latest safety news. I wish there was a similar program on Emergency Preparedness for the Building Supervisors for Emergency Conditions...or at least weave more emergency preparedness topics into the DSC program.
9. Everyone who is a supervisor should listen to the meetings because there is useful information that the DSC's simply can't convey but should be heard.
10. for the increased awareness: the other topics proly did increase my awareness...but then my memory fades after a couple days. that's all me, sorry.

### Neutral

1. Would like more safety information on the office workspace.
2. We need more discussion on emergency preparedness topics, employees and managers engagement on safety, sharing best practices, safety incentive programs, etc.
3. My guess is that for now there should only be maybe seasonal meetings or about 4 instead of monthly ones.
4. I work at a remote UCR site
5. is there a similar program for lab safety coordinators?

### Negative

1. I think it would be helpful to know ahead of time what the topics of discussion are slated for the monthly meeting.
2. The safety meetings are helpful but some of the topics are common sense or don't relate to an office environment. I don't think it should be the DSC's responsibility to make sure employees take the safety orientation and Ergo training. Most of our employees have completed but there are a few outstanding. I feel that EH&S should intervene.
3. Online service used changes system often enough that I cannot log in and have to wait for an IT update to connect. Stopped trying.
4. I still feel as if I'm not sure what I'm supposed to be doing at times. I also feel that this position should be more on a voluntary basis, not assigned.
5. What we have in place is a good start. The program has room for improvement. As a department representative, I don't have a good sense of my role if there is an emergency. We need to do test runs so that we can determine what needs improvement. When we do have fire drills, I do try to get everyone out of our office area, but this is it. Once everyone is outside, CHASS Facilities Staff takes over. If CHASS Facilities Staff are not available and the entire campus is in a state of emergency, I don't think we are well prepared for this.

## Summary

### Accomplishments

- **Participation.** Approximately 96% of departments assigned individuals to serve as a Department Safety Coordinator.
- **Reaction.** Approximately 72% of individuals indicated that program was either “Good” or “Very Good”.
- **Integrity effectiveness.** A majority of individuals reported that the program helped develop their knowledge or skills as People (72%).
- **Learning effectiveness.** A majority of individuals reported that the program increased awareness of EH&S Programs (72%). Many also noted increased knowledge of Injury Prevention topics (69%), Injury & Illness Prevention Plan, or “IIPP” (66%), and Latest News (69%) regarding safety on campus.
• **Safety Culture effectiveness.** A majority of individuals reported that the program impacted their safety culture values (76%) and beliefs (79%). Many also noted they now perform (71%) safely.

• **Feedback.** Positive comments revolved around good presenter skills, types of resources and information available, and format of meetings (web conferences, recordings for later viewing, and consistency of information).

### Challenges

- **Behavior.** Approximately 59% of reported changes in behavior were attributed to the program.

- **Integrity.** Improvements can be made in how the program improves Processes (59%), helps participants use Resources wisely (38%), and responds to their needs as a Customer/Client (31%).

- **Feedback.** The most common suggestions and/or complaints were: time required for committing to tasks is too much, topics are too focused on laboratories, and program requirements are excessive.

### Recommendations

- The program should encourage wise use of safety processes and resources. This should be coupled with greater anticipation of customer service needs for DSCs.

- Presenters should communicate simplicity in assigned tasks.

- Topics should emphasize office setting themes, and reduce prominence of laboratory initiatives.

For more information about the program refer to [http://ehs.ucr.edu/safety/dsc](http://ehs.ucr.edu/safety/dsc).