

CONNECTING OUR ISU COMMUNITY THROUGH CARE

Throughout 2017-2019, the priority of ISU WellBeing was building a foundation of care and support for our employees during unprecedented change.

From implementing Workday to adapting in a pandemic, ISU WellBeing has utilized that foundation to respond to the needs of our employees during these challenging times: with care and connection.

“I am so proud of ISU and all of the efforts that ISU WellBeing is making to help people through this disorienting time.”

-ISU WellBeing participant



We are creating a community of BELONGING. Through ISU WellBeing, employees can connect with others, learn from mutual experiences and share strategies that support and care for their personal and professional experience at Iowa State University.

RESPONDING WITH CARE

In March of 2020, the COVID-19 pandemic changed work and life for everyone at ISU. In response to this new way of working, ISU WellBeing shifted programming online with a focus on mindfulness, resilience and connection. Programs were made available throughout the week at different times to bring employees together virtually and foster a sense of community, emotional safety and well-being. These included **Mid-Morning Mindfulness, Well-being Wednesday Conversations and Friday Walk and Talks.**

“Your wellbeing sessions are now essential to my day.” -ISU WellBeing participant

PROGRAM	MARCH- JULY 2020		
	# Sessions	Total Participation	Avg. participants per session
Mid-Morning Mindfulness (2x/week)	33	1,338	41
Well-being Wednesday (1x/week)	17	736	43
Friday Walk and Talks	15	89	6

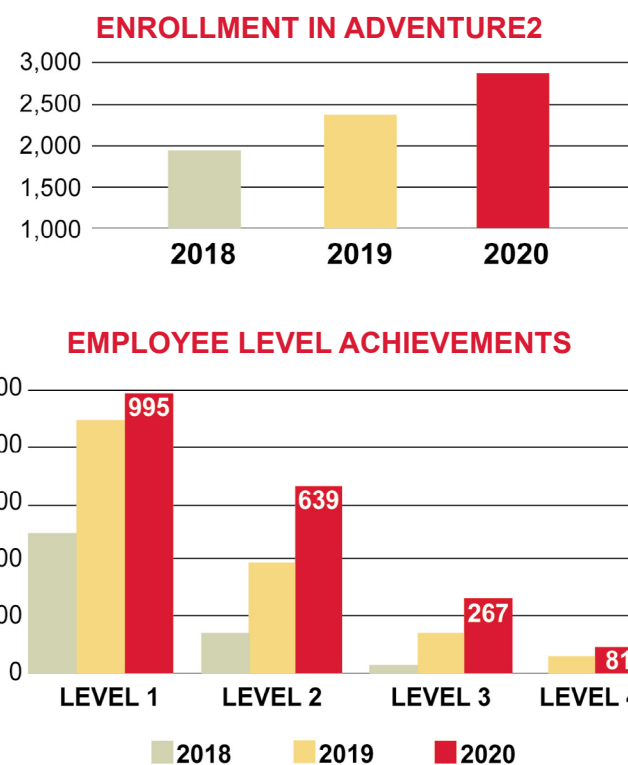
The ISU WellBeing website took on a new look during 2020, going from the hub for well-being resources and programming to a more robust and dynamic landing site. The website now holds a wealth of internal and community resources including weekly events, resiliency tips, mindfulness resources, mental health resources, free webinar links and connection to other WorkLife and ISU WellBeing programming. **Utilization continues to increase with over 8,000 visits from March-August, including 1,426 returning visitors.**

ADVENTURE2 IMPROVES CONNECTION ACROSS CAMPUS

In July 2020, Adventure2 functionality improved to provide a more mobile-friendly experience along with more opportunities for communication and engagement among the ISU community.

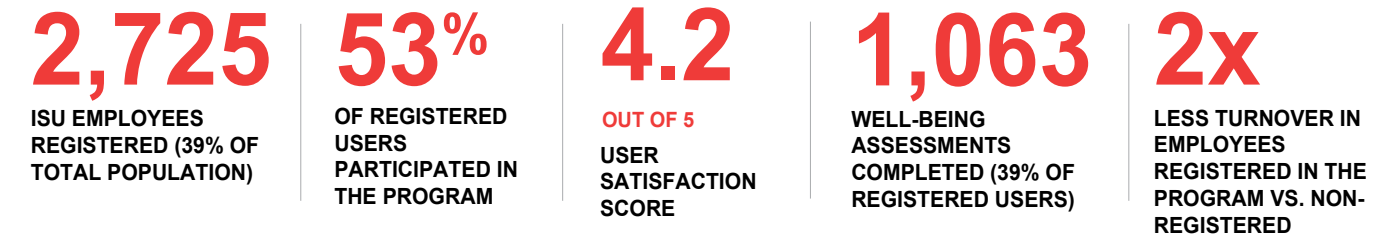
A communication tool that pushes news, fun and connection was incorporated in the upgrade. Five channels of communication including We Care messages, Adventure2 programming highlights, notes and updates from ISU WellBeing, tools to send ISU colleagues “Cheers” or recognition and a Campus Connection option to share your well-being messages with campus were all a part of the new functionality. This new functionality, along with innovative programming and employee participation, were instrumental in driving the increases in registration and individual level achievements, supporting the improved health status and sustaining employee engagement at ISU. (See impact report on page 3.)

260
EMPLOYEES DOWNLOADED
THE NEW LIMEADE ONE APP IN THE
FIRST 30 DAYS



2020 ISU ADVENTURE2 PROGRAM: WELL-BEING & ENGAGEMENT IMPACT ANALYSIS

OVERALL PROGRAM SUCCESS METRICS



WELL-BEING RISK STATUS CHANGES

	RISK DIMENSION	+% CHANGE YOY
HEALTH	Nutrition	+1.02%
	Sleep	+1.62%
	Self-Care	+1.37%
	Exercise & Fitness	+1.73%
WELL-BEING	Energy Level	+0.31%
	Resilience	+1.06%
	Managing Stress & Anxiety	+1.13%
	Work-Life Balance	+0.23%
PRODUCTIVITY	Job Satisfaction	+0.09%
	Work Growth	+0.48%
	Sense of Team	+0.12%
	Resources & Support	-0.66%

*The changes above indicate the % difference in the average score from the prior year. A positive change indicates improvement in that dimension of risk

RETENTION RATES

TURNOVER RATES BY REGISTRATION STATUS



EMPLOYEE ENGAGEMENT & BURNOUT RISK

ENGAGEMENT: A deep connection and sense of purpose at work that creates extra energy and commitment.

BURNOUT: When people have been highly engaged for a long time, without the personal skills and organizational support to maintain their well-being.

DESIGNATION	*ACTIVELY ENGAGED %	**BURNOUT RISK %
Limeade Book of Business	37.0%	5.1%
Iowa State University	26.3%	8.5%
Professional & Scientific	25.4%	9.1%
Merit Employee	25.3%	7.2%
Faculty	43.6%	10.3%
Post Doctorate	11.0%	11.0%

* Actively Engaged is based on the Well-Being Assessment response to the question: "I am engaged in the work I do."

** At risk for burnout is if a user indicates high engagement as well as high stress in the annual Well-Being Assessment.

LEARNING

We are providing LEARNING opportunities for a journey of self-discovery. ISU WellBeing focuses on growth and development by increasing self-awareness and care through creative partnerships, exploration of personal experiences and sharing of innovative practices.

AM I HUNGRY? MINDFUL EATING PROGRAM

"The workshop was the best workshop I've ever taken and I would change nothing. Each week's content is targeted to be concise, clear, memorable and helpful; Rebecca taps into the very essence of who we are and what we do and breaks things down in relatable ways and provides tools that we can easily remember and assimilate in our lives..." -AIH participant

"I am very grateful that this opportunity was available to me at no cost, and that I have the support of my supervisors and organization to pursue this type of professional/personal development."
-AIH participant

The Am I Hungry? Mindful Eating program was piloted in the fall of 2019 to address growing requests for healthier eating programs. With the added impact of COVID-19 and working remotely, there was an even greater need to support well-being, specifically mindfulness and nutrition. Two sessions were launched in the spring of 2020, but due to overwhelming response, additional sessions were offered creating waiting lists of 50 or more employees at a time. From October 2019-July 2020, **7 sessions were offered with 115 total employees attending the program.** Participants walked away with a new skill set to identify hunger and fullness, intrinsic tools to manage how, what, why and when they eat, and a more holistic approach to well-being and resilience.

4.6/5

AVERAGE SATISFACTION RATE

97%

AGREED TO STRONGLY AGREE THEY LEARNED SKILLS TO HELP EAT MORE MINDFULLY

97%

INDICATED THE PROGRAM HAD A POSITIVE IMPACT ON THEIR OVERALL WELLBEING

88%

AGREED TO STRONGLY AGREE THAT OVERALL, THEY WERE EATING MORE MINDFULLY NOW THAN BEFORE THE PROGRAM

KOGNITO AT-RISK TRAINING FOR CAMPUS

With the uncertain and ever-changing environment of the pandemic, employees are experiencing extreme levels of stress, anxiety and depression. To further support their mental and emotional well-being, ISU WellBeing partnered with Student Wellness to implement an online experiential learning mental health training for faculty, staff and students. This training is a resource to help our employees learn to notice signs of distress, use techniques to discuss concerns with others, and when necessary, refer students or colleagues to appropriate resources.

During the first two months of the program, 236 employees accessed the training and 180 successfully completed (76% completion rate). The Kognito At-Risk training continues to support employees through FY2021 and can be completed in Learn@ISU.

WORKSHOPS FOCUS ON MANAGING CHANGE

ISU employees faced unprecedented change in FY2020, starting with the launch of Workday and moving into a global pandemic. In supporting employees, ISU WellBeing offered courses about managing change, building effective teams and renewing focus on purpose, energy and resilience. **A total of 18 sessions were offered in nine months (July 2019 to February 2020) with over 300 employees participating in those sessions.**

Over 100 employees participated in the Staying Charged through Change course, which is designed to help employees understand the change process and how to work through change effectively. In addition, over 230 employees participated in other courses focused on team building, purpose, resilience and energy management.

RESOURCING

We are RESOURCING our services by engaging the ISU community. ISU WellBeing builds upon our pool of internal and external resources that companion our employees from hire to retire by providing strategies, support systems and technical expertise promoting self-care.

FLU VACCINE CLINIC

In October 2019, the Flu Vaccine Clinic was held in partnership between ISU WellBeing and Occupational Medicine. The vaccine was provided at no cost to benefits-eligible employees.

In 2019, 3,410 (50%) of benefits-eligible ISU employees received the vaccine through the clinic, and an additional 1,340 employees received the vaccine through the medical plan. This brought ISU to 70% of benefits-eligible employees receiving the vaccine in 2019.

The Flu Vaccine Clinic continues to be a successful partnership that plays an integral role in keeping the ISU community healthy.

45.3% of U.S. adults received the vaccine last season (CDC)

70% of benefits-eligible ISU employees received the vaccine in 2019

4,750

ISU EMPLOYEES RECEIVED THE VACCINE IN 2019

LAUNCH OF THE WELLBEING CHAMPION NETWORK

In the fall of 2019, the WellBeing Champion network (WBC) was established. This team of motivated, enthusiastic and passionate employees from across the university serve as an inspirational voice and resource for ISU employees in their work area.

With over 20 employees from various departments (including EH&S, CALS, VDL, REC S, OPFIN, FPM, PRINT and more), their collective knowledge, skillsets and passion provide ISU WellBeing with effective communication, program direction and employee feedback to improve the opportunities and services that support the health, well-being and work-life balance of ISU employees. ISU WellBeing is grateful for their commitment and continues to welcome other employees to this valued team and resource.

IMPROVING COMMUNICATIONS THROUGH COLLABORATION

To provide extra support to employees, sending regular communications that include opportunities and resources that prioritize well-being has become a regular part of ISU WellBeing's routine. Each week, an e-newsletter called **WorkLife at ISU: Caring for our Community** is sent to all employees. These e-newsletters highlight upcoming events and opportunities from ISU WellBeing, Childcare & Family Resources, Employee Assistance Program, National Alliance on Mental Illness and more. Every other month, employees receive the **Engage** newsletter. Similar to WorkLife at ISU, Engage also shares events and opportunities to promote well-being, but allows for more in-depth content including Adventure2 employee highlights, Q&A's, program statistics and more.

AVERAGE OPEN RATES

38%

WORKLIFE AT ISU

40%

ENGAGE

CONNECTING STRATEGY TO DATA

Using data from the Ames Alliance* and university health claims, ISU WellBeing is able to be more strategic in addressing and impacting the health of ISU's employees. From the data, we know employees' overall rating of ability to manage their health has steadily increased over past years, which appears to correlate with the increase in number of employees involved in Adventure2 and well-being resources available to them.

On a related note, the number of ISU employees up-to-date on cancer screenings is consistently high. ISU WellBeing continues to promote and encourage preventive screenings through Adventure2 as a foundational self-care practice.

The percent of employees diagnosed with depression has trended upward over the last three years. On a local level, this aligns with ISU's health care costs and identifies the need for additional mental health services. As a nation, we see a similar trend; people are feeling isolated and anxious due to the pandemic shutdowns and social unrest in our country. ISU WellBeing acknowledges this increase in depression diagnoses, and will continue to provide targeted mental health resources that connect our community.

ISU POPULATION HEALTH DATA

Data from Ames Alliance*

DATA ITEM	AUG 2018	AUG 2019	AUG 2020
Overall health rating of excellent or good	78.8 %	77.3%	78.8%
Overall rating of ability to manage health	83.9%	84.6%	85.7%
Percent diagnosed with depression (mild/mod/sev)	9%	9.6%	10.3%
Cancer screening: women, age 51-75, current mammogram	83.4%	78.3%	81%
Cancer screening: employees, age 51-74, current colorectal screening	75.4%	76.1%	76%

* The Ames Alliance is a community partnership between ISU, Mary Greeley Medical Center, McFarland Clinic and City of Ames.

BRIDGING TO TOMORROW

CARING FOR OUR COMMUNITY will be the number one priority of ISU WellBeing in the upcoming year. We will continue to build on the foundation of care we have created at ISU and will continue to connect with employees in a caring manner.

The COVID-19 pandemic has been challenging, and yet, it has created new opportunities to improve and transform how we work, learn and live our ISU experience.

WE WILL CONTINUE TO

CARE for ourselves, our colleagues, our families and our communities to promote personal well-being and professional fulfillment.

Demonstrate CARE through habits of creativity, awareness, resilience and engagement

Create a safe and supportive environment in which well-being and health can thrive.

Foster an inclusive and engaging culture for all to bring their best self to work and life every day.

“Thanks for organizing all of these activities while we’re in such strange times! I have really looked forward to the activity each day, to bring a sense of normalcy to my daily routine.”

-ISU WellBeing participant

ACKNOWLEDGMENTS

We would like to extend our appreciation to all those who supported ISU WellBeing, a unit of University Human Resources, throughout an eventful 2019-2020. Your partnership, collaboration, and encouragement have been critical to our mission of connecting our community through care. We are grateful to the President's Office, University Human Resources, the Benefits department, Child Care & Family Services, the UHR Communications team, the University Benefits Committee and our Well-being Champions network for their continued support. We would also like to extend a heartfelt thank you to everyone who has contributed to the university's COVID-19 response. It has been proven repeatedly over the past year that we are stronger when we work together.