

UNIVERSITY HUMAN RESOURCES



ENHANCING WELL-BEING THROUGH CARE AND COMPASSION

2020-2021
ISU WELLBEING
ANNUAL REPORT

*"I am a big fan of your programs! I think more people are waking up to the helpfulness of wellness experiences. Thanks for providing them."
-ISU employee*

ISU WORKLIFE AND WELLBEING

This last year has been a year like no other, the impact of which was a dynamic and somewhat chaotic environment. The way we work changed. We were more isolated and uncertain than ever before. In the midst of this, our sense of safety, mental and emotional health, self-care, and worklife balances were pushed to the brink, escalating the importance of employee well-being and engagement in sustaining our workforce.

ISU WorkLife and WellBeing prioritizes the well-being and engagement of our employees. Therefore, the focus for ISU WellBeing in 2020-2021 was enhancing well-being by creating a caring and compassionate space for our employees. This was achieved by bringing together our best practices with new creative strategies.

CREATING SPACES OF CALM

In fall of 2020, ISU WellBeing launched a Journey in Mindfulness campaign designed to help employees learn about and experience the many benefits that mindfulness has to offer. There's no better way to stay focused and present when the world around us is chaotic than to practice mindfulness. People who practice mindfulness can lower symptoms of anxiety and depression, slow their breathing and heart rate, and feel a greater sense of relaxation and calm.

Mid-Morning Mindfulness sessions were continued throughout the year and held twice a week. The ISU WellBeing team connected with employees for a calming 15-minute mindfulness experience. These sessions were intended to help participants build a regular practice and bring peace of mind to their workday.

"Mid-morning Mindfulness has been a godsend. Navigating work in normal times can be stressful at times, but continuing business-as-usual during a pandemic has amplified that stress a hundredfold. I'm extremely grateful for that 15 minutes twice a week to just breathe and focus on de-compression and self-care. In moments when the stress mounts, I take a moment to employ mindfulness to clear my head, reset, and focus with attention, rather than emotion."
-ISU employee, Mid-Morning Mindfulness participant

MID-MORNING MINDFULNESS:

56
TOTAL SESSIONS

1829
TOTAL PARTICIPANTS

37
PARTICIPANTS PER SESSION (AVG)

Meditation 301: Beyond Mindfulness is a weekly mindfulness practice led by ISU professor and zen monk, Dr. Douglas Gentile. The series focused on compassionate action, and meditation techniques and teachings that can help us build trust in ourselves and our ability to handle our experiences.

MEDITATION 301:

130
TOTAL REGISTRATIONS

"It has been a welcome respite of kind and calm people in the midst of workplace tensions... I leave the session feeling ready to face another week with an open heart and compassion."
-ISU employee, Meditation 301 participant

WorkLife Connections, formerly Well-being Wednesday conversations, began in the fall of 2020. Employees took part in discussions about relevant topics, including child care, ways to cope during a pandemic, working from home, COVID Recovery resources, and more.

WORKLIFE CONNECTIONS:

31
TOTAL SESSIONS

822
TOTAL PARTICIPANTS

27
PARTICIPANTS PER SESSION (AVG)

CARING FOR OUR COMMUNITY

Caring for our ISU community includes being creative and open to new solutions, growing awareness, fostering resilience, and raising employee engagement. This includes continuing to utilize current resources and providing new opportunities to support well-being.

The flu vaccine clinic in September 2020 took on a new look and process in to support, protect, and comfort those employees wanting a safe place to receive their flu vaccine during the pandemic. Stephens Auditorium was secured, and with support from Facilities Planning and Management, provided a clean, safe, and efficient environment.

In 2020, 3,383 (50%) of benefits-eligible ISU employees received the vaccine through the clinic, and an additional 1,404 employees received the vaccine through the medical plan. This brought ISU to 70% of benefits-eligible employees receiving the vaccine in 2020.

4,787 TOTAL EMPLOYEES
RECEIVED THE FLU VACCINE

**50%-
55%**

of U.S. adults got a flu
vaccine last season (cdc.org)

70%

of ISU employees received the
flu vaccine



Pictured: Temperature screeners at the 2020 flu vaccine clinic.

In January 2021, a panel of experts in mental and emotional health, resilience, and belonging were invited to participate in a panel. This webinar, **Above the Emotional Fray: Managing Emotions Through Pandemic Fatigue**, explored strategies, resources, and awareness to **more than 200 employees**.

Every week, our **ISU WorkLife: Caring for Our Community e-newsletter is sent to over 6,800 employees**. These e-newsletters raise awareness to all well-being programs and cover ISU WorkLife live events, Employee Assistance Program workshops, financial workshops, and other campus news relevant to employees.

Every other month, ISU WorkLife and WellBeing sends out our **Engage e-newsletter**. Employees experience the heart of humanity through our employee testimonials and stories of triumph in difficult times. In addition, program statistics, Adventure2 activity results, team successes, and more are shared.

**AVERAGE
OPEN RATES**

33%
CARING FOR OUR
COMMUNITY

37%
ENGAGE

"I am regularly amazed with how much information and opportunities you pack into these. Thank you for your innovation and finding new ways to connect with people. There are certainly options that meet everyone where they are at - age in life, physical fitness, mental health, financial situation, etc."
-ISU employee, Caring for Our Community reader

CONNECTING OUR PEOPLE

Supporting our employees and reconnecting our community was a priority throughout 2020 and into 2021. New ways of providing opportunities to support well-being and connection were developed throughout the year. Four new programs were created to bring employees together, enhance wholehearted living, and return humanity and compassion to the workplace.

1. **Book Club** sessions were offered in December and March.
2. **At the Kitchen Table** sessions were offered in December to provide a more intimate virtual connection with others.
3. **Wholehearted Living** luncheon series were offered in March 2020 to extend opportunities for connecting with colleagues and learning to live wholeheartedly.
4. **Ignite Your Relationship with Movement** classes were offered in spring 2021 as an opportunity to connect mind and body through intentional movement. Sessions were led in partnership with Recreation Services staff.

"I think it's so refreshing to meet authentic people like I have in this group. I feel as if I know the people in this group better than some of my own colleagues because we've had such meaningful discussions during our weekly 30-minute meetings."
 -ISU employee, Wholehearted Living participant

ISU WorkLife hosted a new event, **Pathways to Fall**, throughout July and August to celebrate a safe transition back to in-person work, share ISU WorkLife resources and connect with employees in a fun, safe, and inviting atmosphere. These gatherings welcomed employees with live music from the Indigo Monks (a jazz band local to Ames), complimentary chair massages, refreshments, prizes, and other fun giveaways each week.



Pictured: ISU employees at Pathways to Fall.

650 TOTAL PARTICIPANTS
150 AVERAGE PARTICIPANTS EACH WEEK

ADVENTURE2

Adventure2 continues to be the most popular program with ISU WellBeing. The online platform provides instant access to a variety of well-being resources, activities, challenges and daily encouragement.

2,682
TOTAL REGISTERED

2,107
MOBILE APP USERS

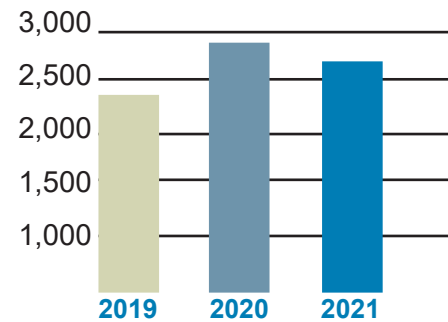
824
MONTHLY ACTIVE USERS

31%
OF POPULATION VISITS PROGRAM AT LEAST MONTHLY

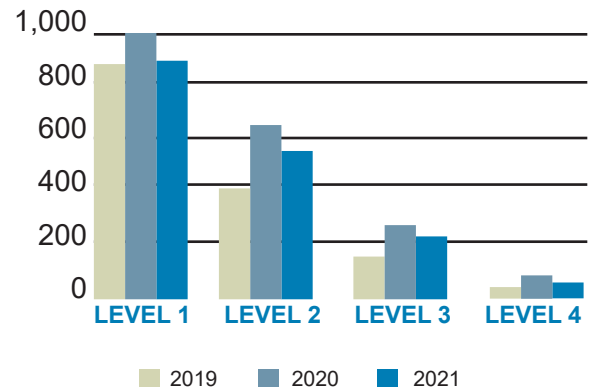
With the upgrade of the **Adventure2** portal and app, new communication tools were provided for employees to connect with each other, share their stories and successes, and send kudos to colleagues through the Campus Connections and Cheers functions.

2,600+ EMPLOYEES RECEIVE THESE COMMUNICATIONS

TOTAL ADVENTURE2 ENROLLMENT



EMPLOYEE LEVEL ACHIEVEMENTS



Down in numbers due to Retirement Incentive Option (300 less eligible employees)

2021 ISU ADVENTURE2 PROGRAM: Well-being & Engagement Impact Analysis

Overall Program Success Metrics

(August 2020 - September 2021)

2,688

ISU employees registered (40.9% of total population)

43.42%

of registered users participated in the program

4.4

out of 5 user satisfaction score

839

Well-Being Assessments completed (31% of registered users)

1.6x

less turnover in employees registered in the program vs. non-registered

Well-Being Risk Status Changes

	Risk Dimension	% Change YOY
Health	Nutrition	+0.63%
	Sleep	+1.47%
	Self-Care	+0.14%
	Exercise & Fitness	+0.87%
Well-Being	Energy Level	+1.32%
	Resilience	-0.37%
	Managing Stress & Anxiety	-1.83%
	Work-Life Balance	+3.05%
Productivity	Job Satisfaction	-0.18%
	Work Growth	-1.00%
	Sense of Team	+1.20%
	Resources & Support	+2.11%

Employee Engagement and 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 BoB	40.4%	6.2%
Iowa State University	27.2%	11.5%
P & S	26.6%	11.4%
Merit Employee Hourly & Salary	21.3%	6.7%
9 & 12 Month Faculty	34.4%	21.9%
Post Doctorate/Trainee	50%	10%

Retention Rates

Turnover Rates by Registration Status

Non-Registered Users  **19.4%**

Registered Users  **12.5%**

Note: Turnover rates include all retirees. Impact on Registered Users was higher in 2021 due to RIO.

* 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.



POPULATION HEALTH MANAGEMENT

Data from Ames Alliance

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 their ability to manage their health continues to steadily increase over the years. In addition, the percentage of employees completing cancer screenings remains above 75%. 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 continued mental health services. As a nation, we see a similar trend; society as a whole is feeling isolated, anxious and overwhelmed.

ISU WellBeing acknowledges this increase in depression diagnoses and will continue to provide targeted mental and emotional health programming and resources that support our ISU community.

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

	AUG 2019	AUG 2020	AUG 2021
Overall health rating of Excellent or Good	77.3%	78.8%	78.2%
Overall health rating of Fair or Poor	6.1%	5%	5.1%
Overall rating of ability to manage health	84.6%	85.7%	85.9%
Percent diagnosed with depression (mild/mod/sev)	9.6%	10.3%	10.6%
Cancer screening: Women, age 51-74, Current mammogram	78.3%	81%	79.6%
Cancer screening: Employees, age 51-74, Current colorectal screening	76.1%	76%	75.3%

THINK. LIVE. FEEL WELL!

ISU WellBeing continues to create the conditions in which well-being and healthy lifestyles can thrive in our everyday. Caring for our community is our number one priority. We will build on our foundation of care and compassion, and work toward a culture where everyone can experience thinking well, living well, and feeling well in their work and life.

ACKNOWLEDGMENTS

We would like to extend our appreciation to all those who supported ISU WellBeing, a unit of University Human Resources, throughout an eventful 2020-2021. 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.