



VPRI Excellence in Service Feedback Form

Frequently Asked Questions

Last Updated: March 4, 2021

What is the Excellence in Service Feedback Form?

- The Excellence in Service Feedback Form is an online tool designed to capture feedback, on an *ongoing basis*, from members of the U of T research and innovation community about the VPRI's services and supports.
- The objective of this feedback mechanism is to measure respondent satisfaction related to the services and supports provided by the VPRI in order to build on the portfolio's strengths and identify opportunity for improvement.
- The feedback mechanism aims to answer the following key questions:
What do we already do well? How can we continue to do these things well?
What can we do better? How can we do these things better?

How will the feedback be used?

- Respondent feedback will inform the portfolio's operational and strategic planning and feed into business process evaluation and refinement.
- Responses will be analyzed by the VPRI Executive team, led by the CAO, on an ongoing basis to evaluate trends over time and monitor the impacts of business process improvements on service ratings.
- Service ratings – which can be provided anonymously or not, at the discretion of the respondent – will be analyzed in combination with survey comments and other information, such as follow-up with staff. The analysis is intended to contextualize the ratings, on the basis that VPRI's mandate is to provide quality service *and* support institutional accountability.

Who has access to the information gathered in the form?

- Individual responses to the feedback form are available only to internal staff with a "need-to-know" or other individuals as required by law.
- Aggregated data for statistical and reporting purposes may be made available in reports and communications.
- Further information about access to the information is available in the Notice of Collection at the bottom of the [feedback form](#).



Do I need to provide my name and contact information in the form?

- You can complete the feedback form anonymously; however, you have the option to provide your name and e-mail address in the form.
- This information will enable our team to connect in with you as appropriate to seek further context to your comments.
- Please note that responses are not continuously monitored and response times will vary based on the circumstances.

How is this feedback mechanism different from UniForum?

- The [UniForum](#) program is a multi-year, annual data collection and global benchmarking initiative aimed at gathering feedback regarding key, university-wide administrative services, including finance, human resources, information technology, student recruitment and support, teaching support, and other services.
- The UniForum program comprises both the Service & Activity Data Collection (launched in 2019) and the Service Effectiveness Survey (launched in 2018). Both programs will recommence in 2021.
- In contrast, the Excellence in Service Feedback Form is a VPRI-focused feedback mechanism designed to gauge the research and innovation community's satisfaction with VPRI services and supports following key interactions.
- The results of the feedback form will directly inform VPRI service improvement initiatives and strategic planning.

When will the feedback form go live to the U of T community?

- The feedback form went live on the VPRI website on **Thursday, March 4th**.

Where can I find the feedback form?

- You can access the form on most pages of the VPRI website, or via the direct link at <https://research.utoronto.ca/secure/excellence-service-evaluation-eise-form>
- To access the feedback form, you will need valid [UTORid](#) credentials.

What if I have other questions about the feedback form?

- For questions about the feedback form and how the collected information is used, please contact the [Chief Administrative Officer, VPRI](#).