

Member Satisfaction Survey Report

2025

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2025 OPC Member Satisfaction Survey Report

Introduction

The OPC Member Satisfaction Survey Report aims to assess and improve the services provided to Members. The survey gathered feedback on various aspects of the OPC's offerings, including reception, membership and OPC benefits, professional learning, communications, networking, advocacy and protective services. The 2025 survey was distributed to OPC Members via the President's Message in May and was open for six weeks. Members rated their satisfaction on a scale from 1 (not at all satisfied) to 4 (very satisfied), covering the period from July 1, 2024, to the survey's conclusion on June 2, 2025. This year's report provides a comprehensive overview of Member satisfaction, highlights key findings and identifies areas for improvement, ensuring that the OPC continues to support exemplary leadership for student success in public schools. Where possible, we have included comparative data to the 2024 survey. This will help us identify trends and note progress.

2025 Executive Summary

The 2025 Member Satisfaction Survey aimed to evaluate and enhance services offered by the OPC. Feedback was collected across reception, membership services, professional learning, communications, networking, advocacy and protective/legal services.

Key findings

Member satisfaction remained high in reception, professional learning and communications, with opportunities for improvement in networking and advocacy. Trends show consistency with last year's responses.

Accrued Results and Response Rate

Survey results, restarted in 2024 after a pause, indicate stable satisfaction across most service areas. Percentages exclude N/A responses for clearer accuracy. The response rate for the 2025 Survey was the highest recorded at 1,045 (approximately 19% of OPC membership).

Reception Services

Members recognized responsiveness (often within 24 hours), politeness and problem resolution. Areas for improvement included easier access to human support.

Membership Services

Membership Services were described as responsive, professional and clear in communications, especially for new Members. Suggestions included reviewing certain benefits and ensuring balanced communication frequency.

Long Term Disability (LTD)

While few Members engaged with LTD claims, most of those who did access it found the process clear and support responsive, with a majority reporting satisfaction.

Professional Learning

High-quality, practical content delivered flexibly through in-person, hybrid and online formats were noted. Members valued instructors with current administrative experience. Requests included more in-person affordable workshops and critical vetting of materials for equity.

Communications

Communications were widely regarded as timely, clear and concise, with the President's Message and town halls particularly valued. Suggestions were made for increased Truth and Reconciliation content and reconsidering the usefulness of *The Register* magazine.

Networking

Members appreciated opportunities via affinity groups, regional meetings and virtual options, though engagement varied by individual preference and local activity.

Advocacy

Members recognized visible public statements, ministry engagement and campaigns. They called for stronger presence, particularly on social media and in partner relationships.

Protective and Legal Services

Support was described as timely, compassionate and knowledgeable. Positive feedback noted reduced feelings of isolation during difficult employment situations. Some raised concerns about occasional delays or perceived bias.

Anti-Oppression

Many felt the OPC's work was equitable and inclusive, with increased awareness of equity issues. Calls were made for more diverse representation on provincial Council and expanded anti-oppression resources.

Overall Impressions

Members expressed strong appreciation for the OPC's services, growth, advocacy and leadership supports. Regional conferences and webinars were highlighted as valuable.

Recommendations

Findings will guide departmental goals for 2025–26. The annual Member survey will continue, with the next planned for May 2026.

Accrued Results 2024–25

The annual membership survey was not conducted between 2018 and 2023. It resumed in 2024 and continues yearly as we strive for continuous improvement. Where data is available, we are reporting for the 2024 and 2025 years in the charts. All bar graphs are for 2025 only.

In each chart, “N” indicates the number of respondents who answered that specific question.

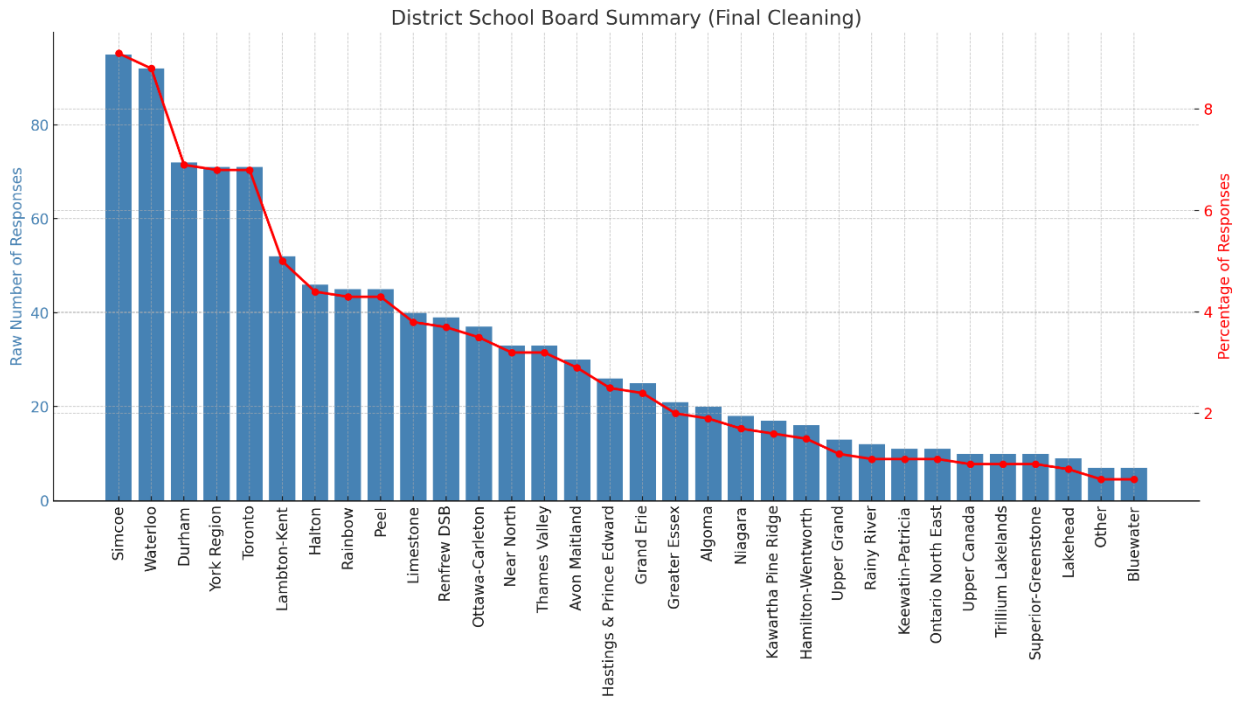
How would you rate your level of satisfaction? Scale of 1 (not at all satisfied) to 4 (very satisfied)*

**Percentages for 1 through 4 are calculated after N/A numbers are removed throughout the report. All percentages have been rounded, which could impact totals by up to 1%. This means that in some cases the total will be more than 100%.*

Response Rate

Years	2025	2024	2017	2016	2015
Responses	1045	313	273	327	356

District School Board Summary



Overall Satisfaction Ratings

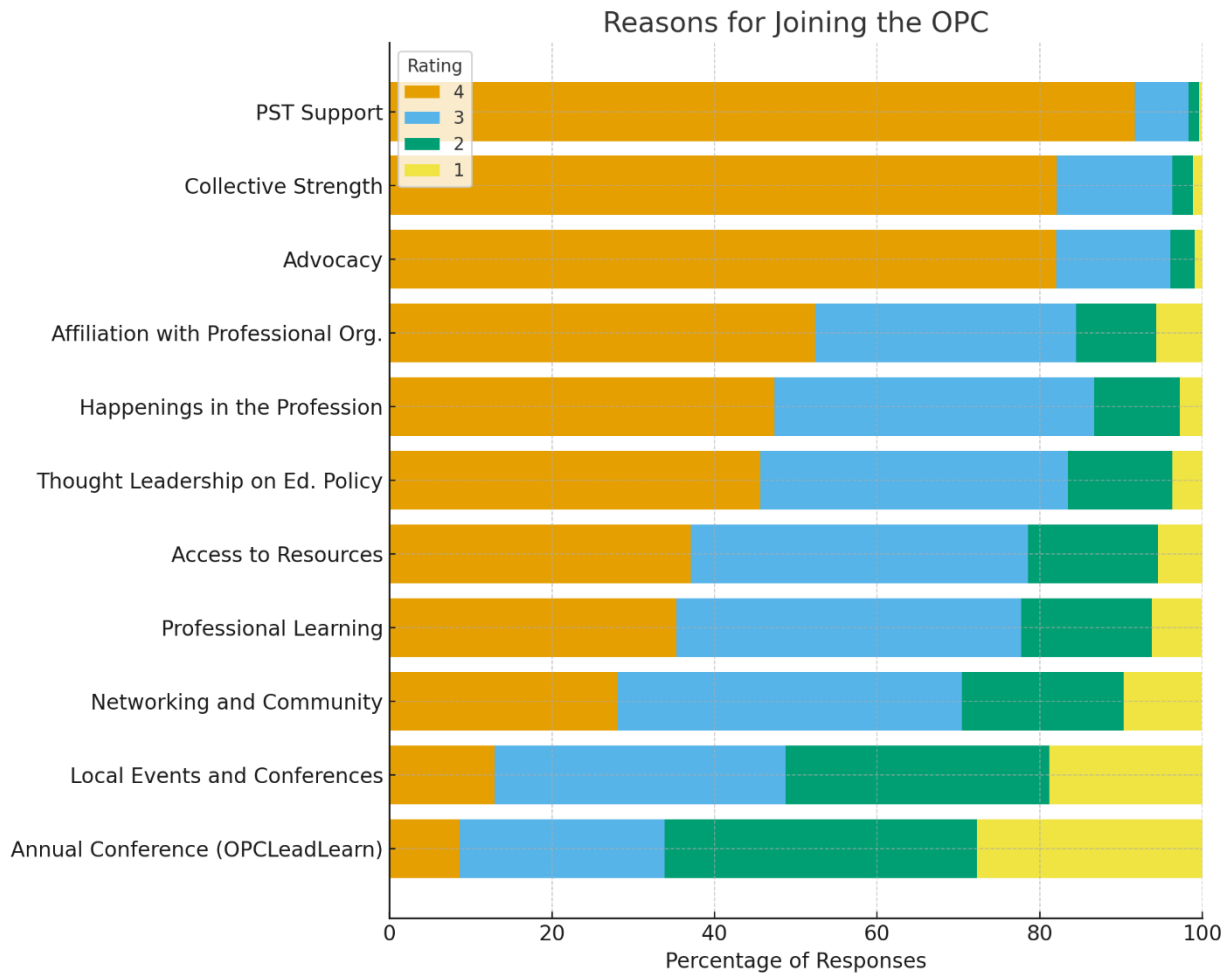
How would you rate your level of satisfaction? * Scale of 1 (not at all satisfied) to 4 (very satisfied)

**Percentages for 1 through 4 are calculated after N/A numbers are removed.*

Area of Service	4	3	2	1	N/A
Reception	62%	31%	6%	2%	32% (334)
Automated Phone System	48%	43%	8%	1%	53% (550)
Membership Services - Information	43%	44%	11%	2%	12% (126)
Membership Services - Communication	50%	39%	9%	2%	3% (36)
Long Term Disability Overall Experience	25%	50%	14%	11%	97% (1017)
Professional Learning Additional Qualifications	57%	35%	6%	2%	47% (493)
Professional Learning Other Offerings	43%	47%	8%	2%	38% (401)
Communications	59%	32%	7%	2%	0%
Register Magazine	28%	46%	17%	9%	10% (105)
Networking	26%	52%	15%	6%	23% (243)
Advocacy	32%	44%	15%	9%	0%
Protective Services Intake	63%	23%	8%	6%	76% (793)
Protective Services Consultants	63%	20%	10%	7%	77% (800)
Legal Counsel	66%	20%	6%	9%	90% (940)
Embedding Anti-Oppression – Learning	39%	49%	9%	4%	18% (188)
Embedding Anti-Oppression – Communication and Resources	36%	48%	13%	3%	7% (71)
Embedding Anti-Oppression - PST	39%	44%	11%	6%	48% (497)

Reasons for Membership

How important are each of these reasons to you in your decision to be a Member of the OPC?

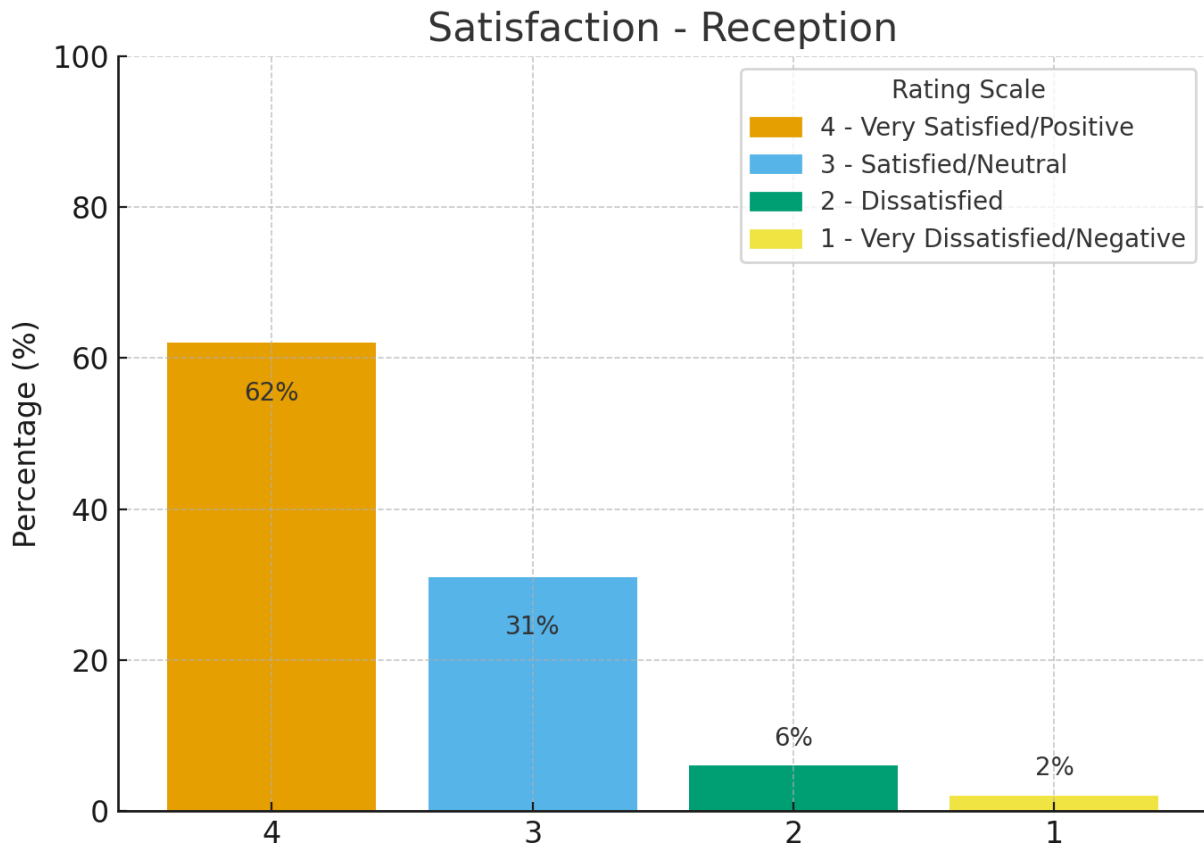


Reception (in person, admin emails or phone calls)

How satisfied are you with the timeliness and quality of service when you communicate with the OPC through our reception services?

Total responses: 1,045 (N/A = 334)

Ranking	2025 (N = 711)	2024 (N = 207)
4	62%	52%
3	31%	29%
2	6%	13%
1	2%	5%



Please share any information to explain the rating you have given for Reception.

AI Generated Summary – ChatGPT

Themes of Satisfaction

- **Responsiveness:** Many Members noted *quick and timely replies* to inquiries, often within 24 hours. Several praised the responsiveness via email and phone.
- **Politeness and Helpfulness:** Reception staff were often described as *friendly, helpful, professional* and effective at connecting Members with the appropriate department.

Areas of Concern

- **Delayed Responses or No Replies:** A few respondents reported *slow or inconsistent response times*, particularly when dealing with more complex or urgent matters.
- **Lack of Initial Contact:** Some Members said they hadn't needed to use reception or hadn't contacted the OPC directly, which limited their ability to evaluate the service.
- **Challenges Reaching the Right Person:** There were comments about *"phone tag"* and the need to go through multiple individuals before receiving answers.

Suggestions for Improvement

- Reduce transfer/referral time and improve clarity on who to contact.
- Consider more empathetic intake, especially during stressful or disciplinary scenarios.
- Streamline how questions from new Members (e.g., about benefits or maternity leave) are handled.

Overall Sentiment

- Generally positive, with appreciation for the helpful nature of reception staff—but also a call for *more consistency in response time and follow-through*.

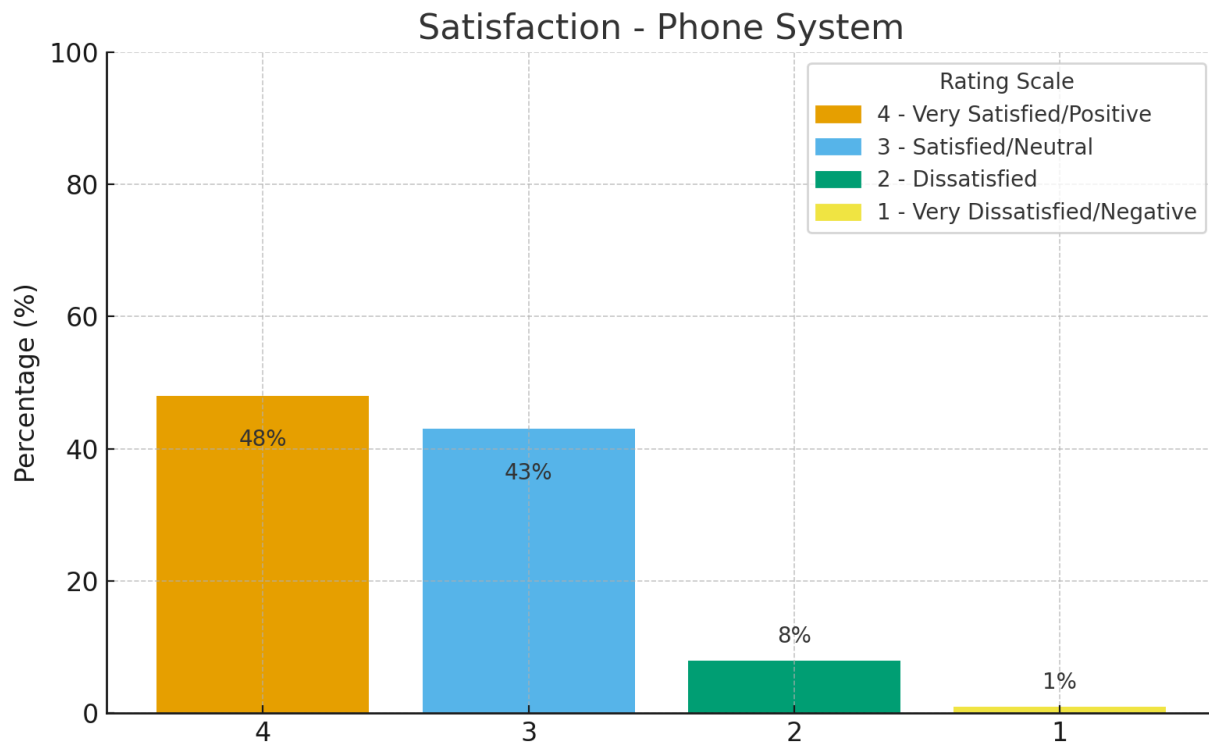
Automated Phone System

When you called the OPC and were connected to our automated phone system, how would you rate your experience navigating the menu options?*

**This question was not asked in 2024*

Total responses: 1,045 (550 did not access automated phone system)

Ranking	2025 (N = 495)	2024
4	48%	N/A
3	43%	N/A
2	8%	N/A
1	1%	N/A



Please share any comments or suggestions for improving your experience with the automated system.

AI Generated Summary – ChatGPT

Themes of Satisfaction

- Several respondents said the system was clear and easy to navigate.
- Those who reached a live person efficiently reported a positive experience.
- Members appreciated the ability to leave messages and receive callbacks promptly.

Areas of Concern

- **Preference for Human Contact:** A recurring theme was frustration with automated systems, with Members saying they prefer direct access to a person.
- **Navigation Difficulties:** Some found the phone menu confusing or time-consuming, especially on first use or when unfamiliar with extensions.
- **Dropped Calls and Delays:** A few mentioned hang-ups, voicemails without replies or looping menus that prevented effective contact.

Suggestions for Improvement

- Provide a clear option to speak to a live agent early in the call process.
- Improve menu clarity and add a 'go back' or 'repeat' function.
- Ensure callbacks are consistently followed up, and allow for easier board-specific routing.

Overall Sentiment

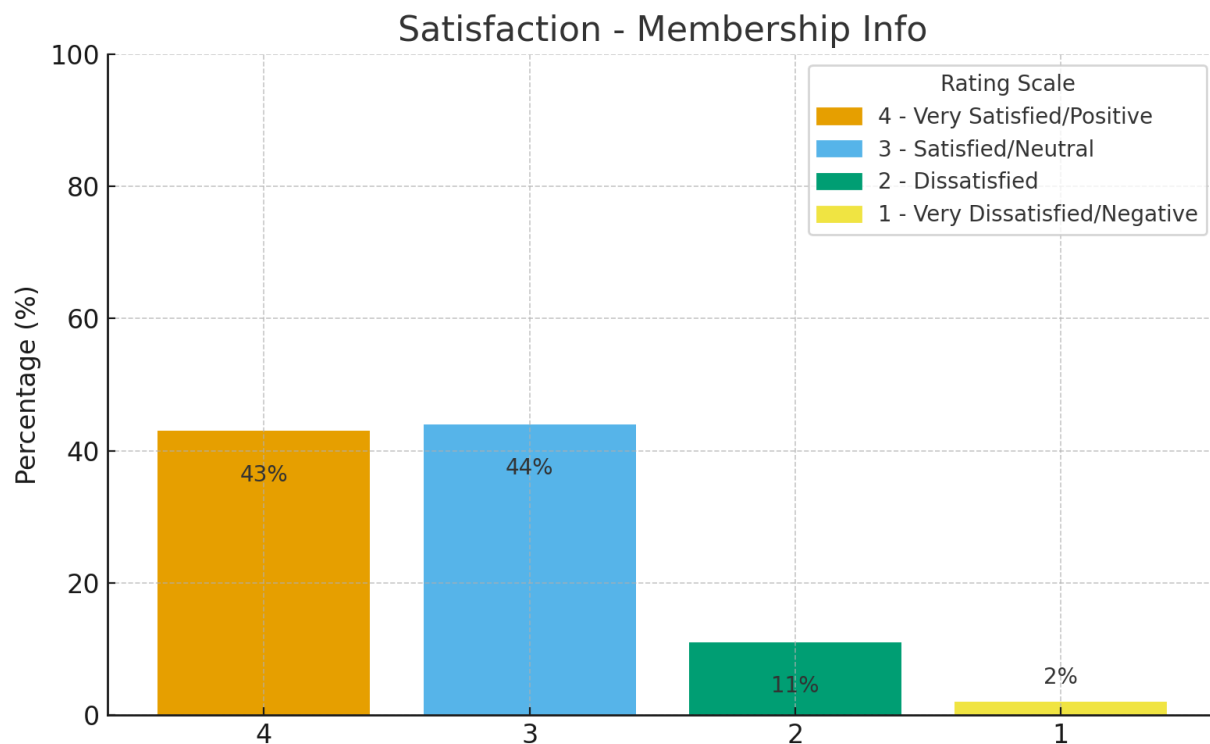
- Members appreciate when the system works smoothly but want more consistent, human-centered options.
- A strong preference exists for faster access to real-time support and reduced navigation barriers.

Membership Services

How satisfied are you with the timeliness and quality of information you received regarding Membership Services this year? (Note – this question does not include health and dental benefits provided by ONE-T)

Total Responses: 1,045 (N/A = 126)

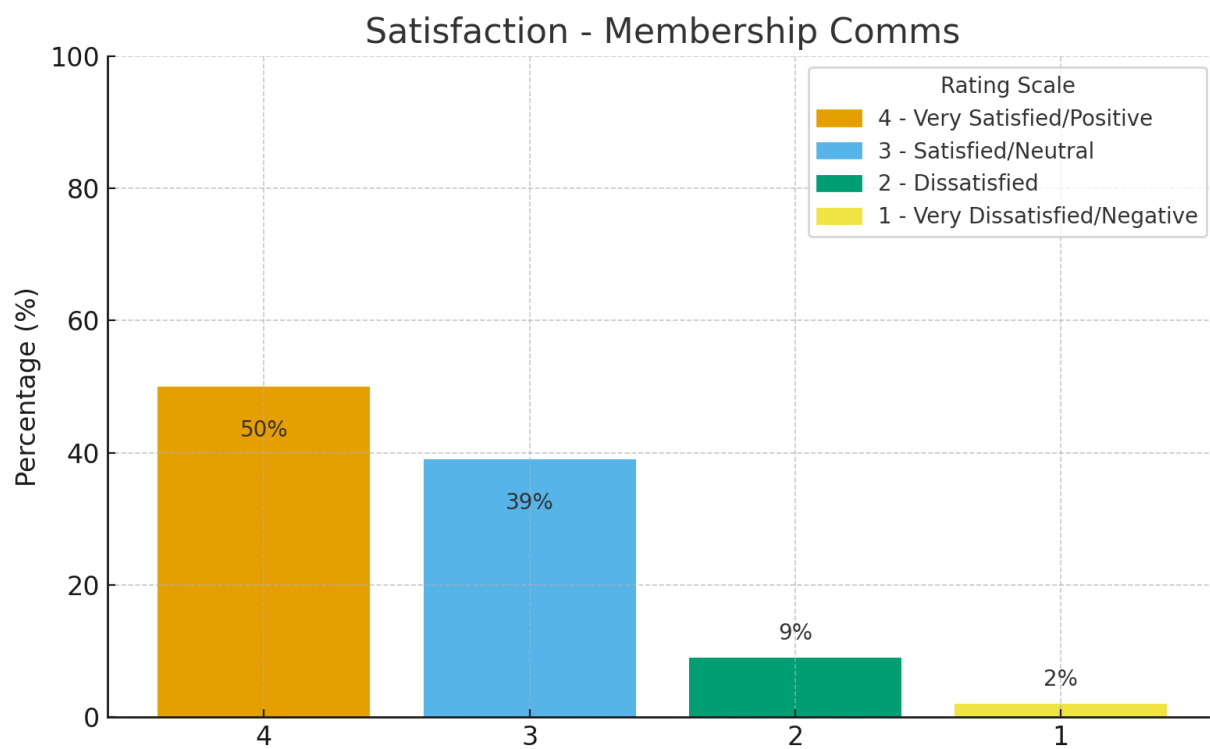
Ranking	2025 (1,045)	2024
4	43%	N/A
3	44%	N/A
2	11%	N/A
1	2%	N/A



How satisfied are you with the frequency and relevance of communications from Membership Services over the past year?

Total Responses: 1,045 (N/A = 36)

Ranking	2025 (1,045)	2024
4	50%	N/A
3	39%	N/A
2	9%	N/A
1	2%	N/A



Please share any information to explain the rating you have given for Membership Services.

AI Generated Summary – ChatGPT

Themes of Satisfaction

- **Responsive and Supportive:** Several Members described Membership Services as responsive, helpful and professional.
- **New Member Experience:** Newer Members appreciated timely support when navigating benefits or making initial inquiries.
- **Clear Communication:** Some respondents found the communications to be well-paced and informative, avoiding overload.

Areas of Concern

- **Email Frequency and Timing:** A number of Members expressed frustration with frequent or poorly timed emails, particularly those sent after work hours.
- **Clarity and Relevance:** Some comments noted confusion about the purpose or value of messages, or disconnection from Member priorities.
- **Benefits Navigation:** A few Members indicated that benefits-related communication could be more intuitive or timely, especially regarding LTD.

Suggestions for Improvement

- **Streamline Communications:** Send fewer, more focused emails with clearly stated purposes.
- **Improve Onboarding:** Provide better orientation and documentation on Membership Services for new administrators.
- **Respect Work-Life Boundaries:** Ensure messages are sent during work hours and avoid unnecessary after-hours notifications.

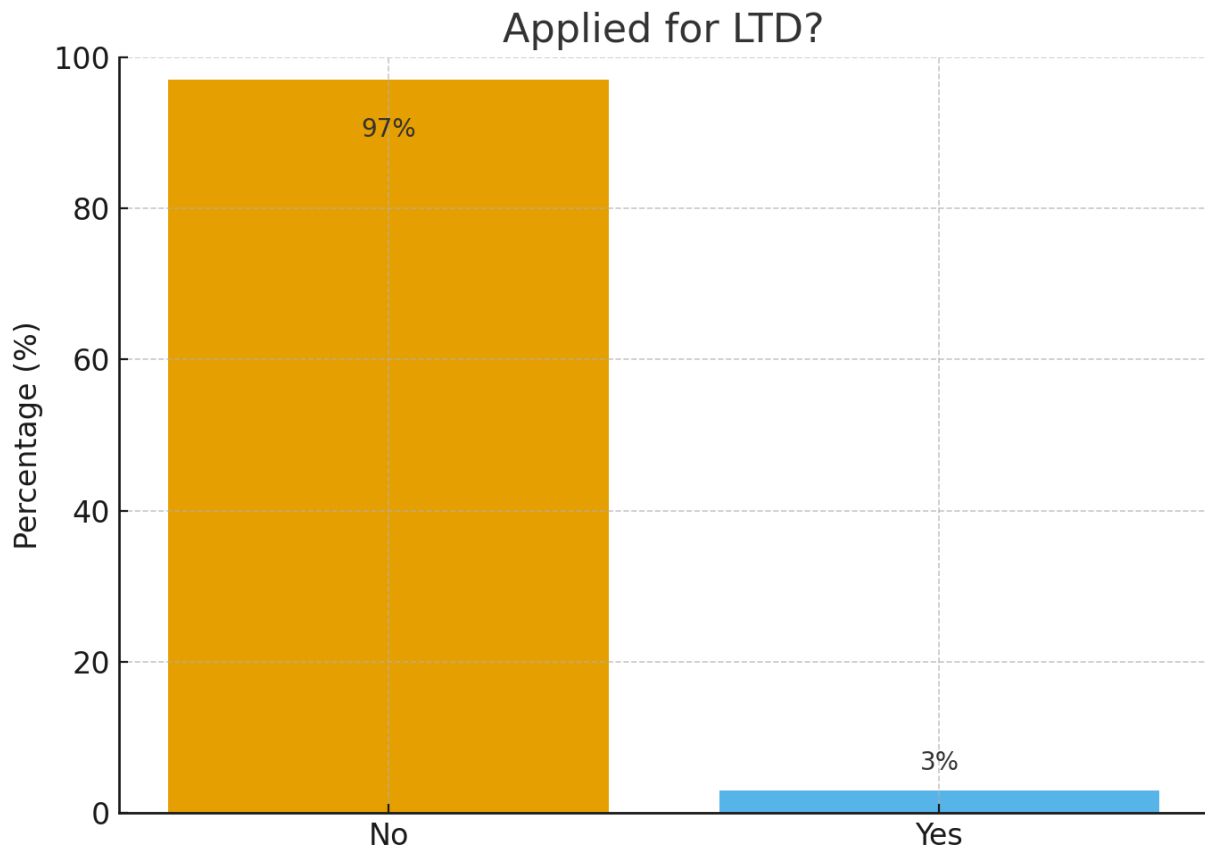
Overall Sentiment

- **Generally Positive:** Membership Services is seen as professional, caring and helpful by many Members.
- **Opportunities to Enhance Experience:** Improvements in email clarity, frequency and benefits guidance could help further align the service with Member expectations.

Long Term Disability (LTD)

Did you apply for LTD benefits over the past year?

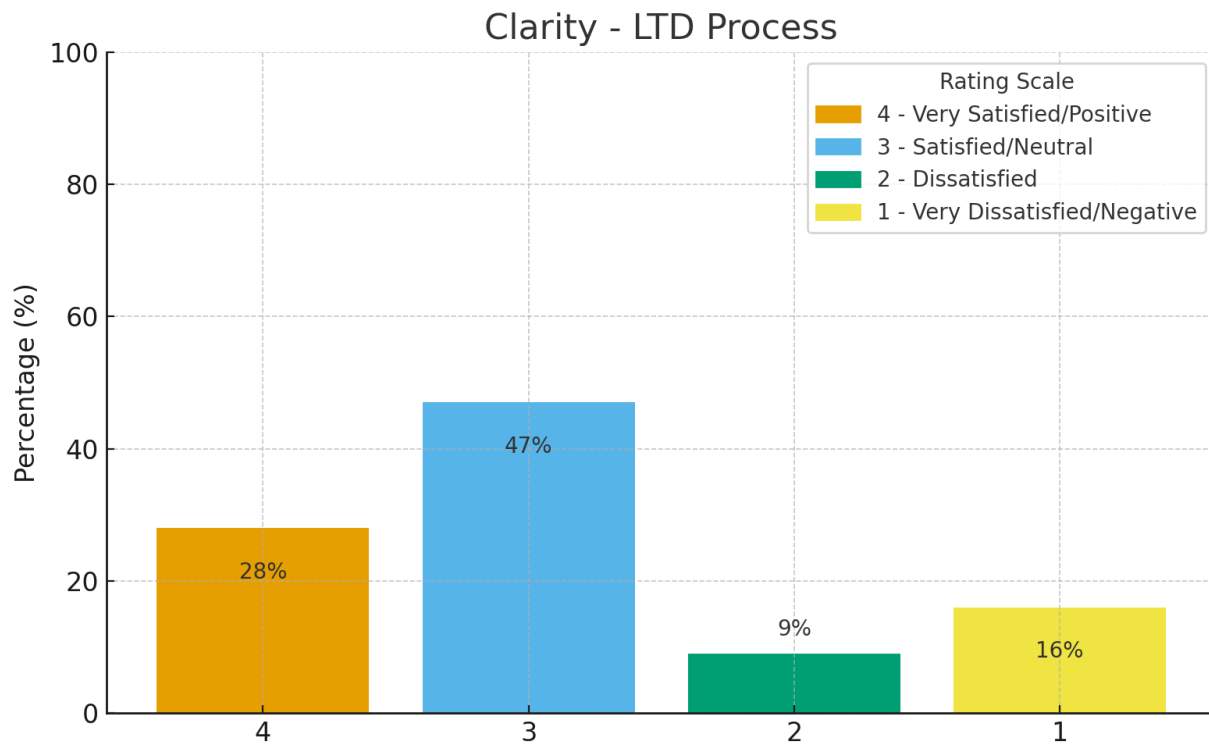
Ranking	2025 (N = 1,045)	2024
Yes	3%	N/A
No	97%	N/A



How clear was the information provided about the LTD application process?

Total Responses: 32

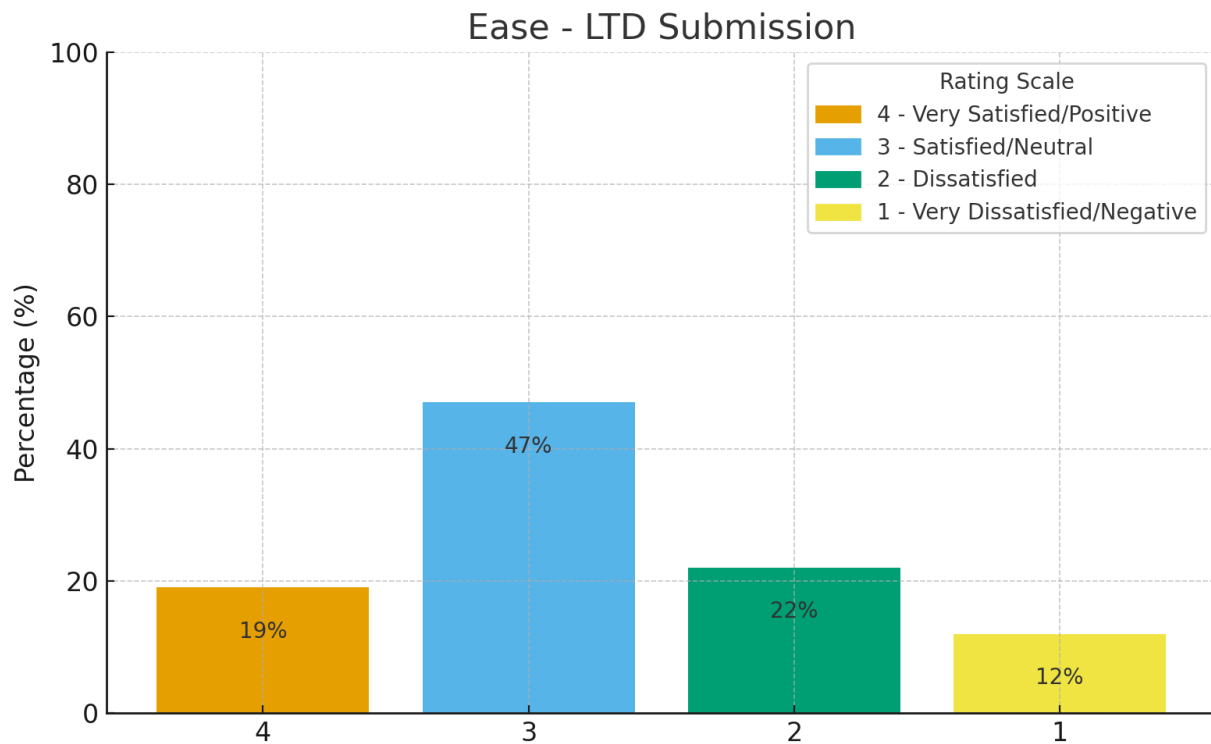
Ranking	2025 (N = 32)	2024
4	28%	N/A
3	47%	N/A
2	9%	N/A
1	16%	N/A



How did you find the steps required to submit your LTD claim?

Total Responses: 32

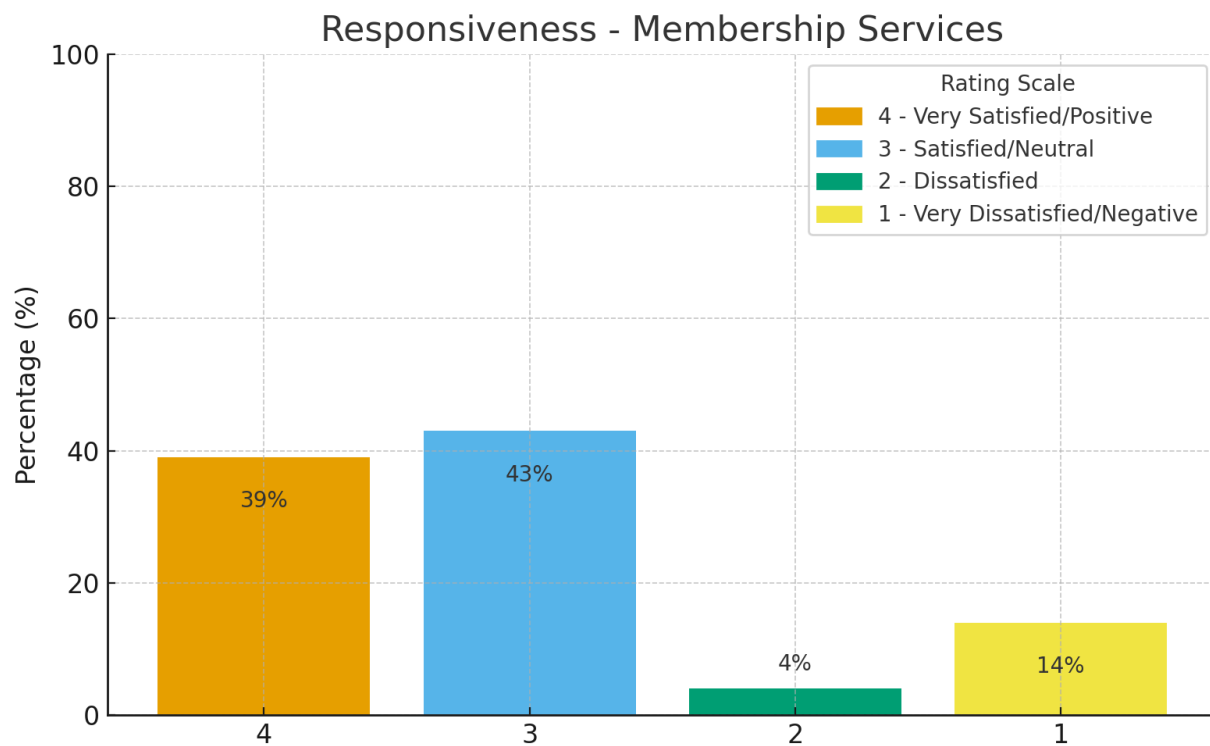
Ranking	2025 (N = 32)	2024
4	19%	N/A
3	47%	N/A
2	22%	N/A
1	12%	N/A



How would you rate the responsiveness of Membership Services to your inquiries?

Total Responses: 32 (N/A = 4)

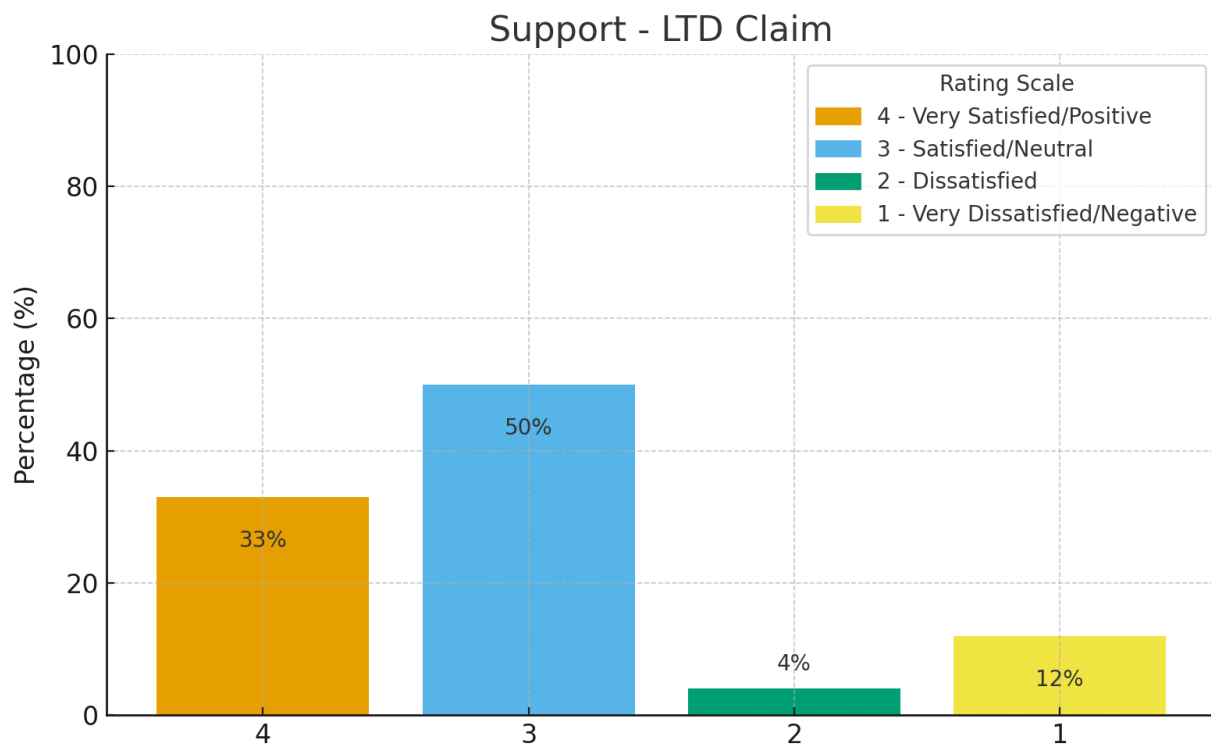
Ranking	2025 (N = 28)	2024
4	39%	N/A
3	43%	N/A
2	4%	N/A
1	14%	N/A



How would you rate the level of support you received while navigating your LTD claim?

Total Responses: 32 (N/A = 8)

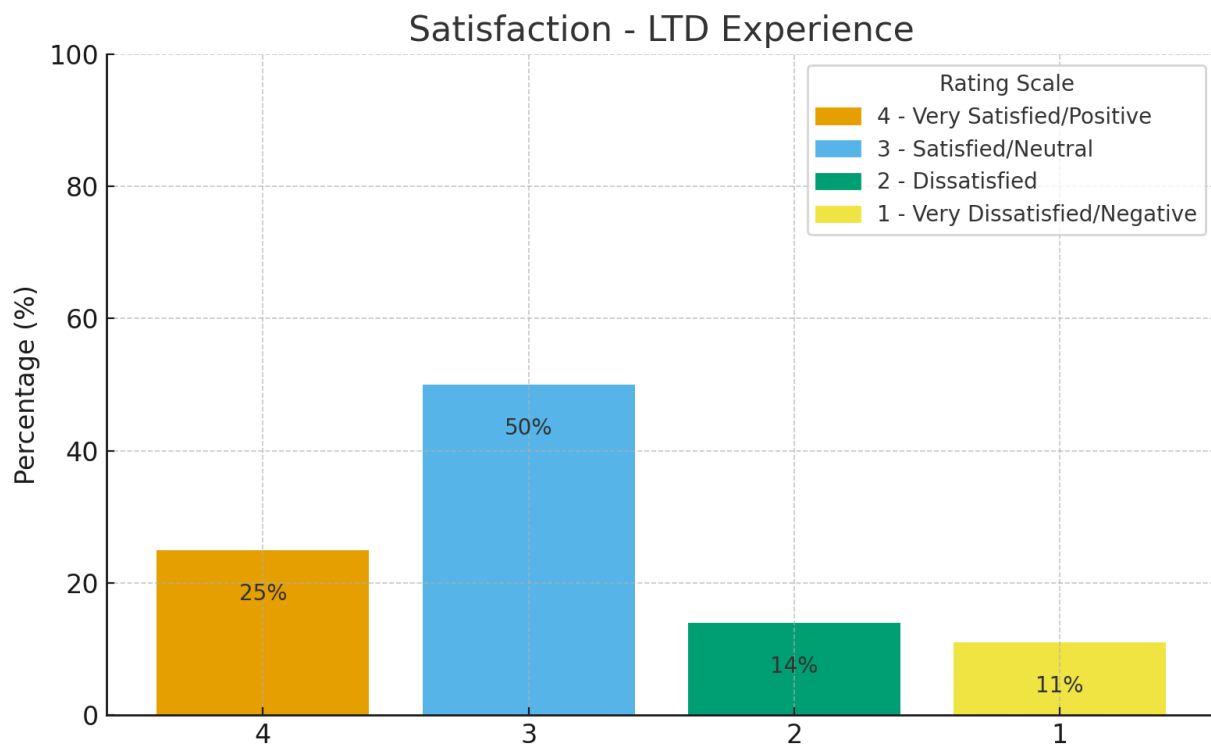
Ranking	2025 (N = 24)	2024
4	33%	N/A
3	50%	N/A
2	4%	N/A
1	12%	N/A



Overall, how satisfied were you with the LTD application experience and support provided by Membership Services?

Total Responses: 28

Ranking	2025 (N = 28)	2024
4	25%	N/A
3	50%	N/A
2	14%	N/A
1	11%	N/A



Please explain your rating and share any suggestions for improvement.

AI Generated Summary - ChatGPT

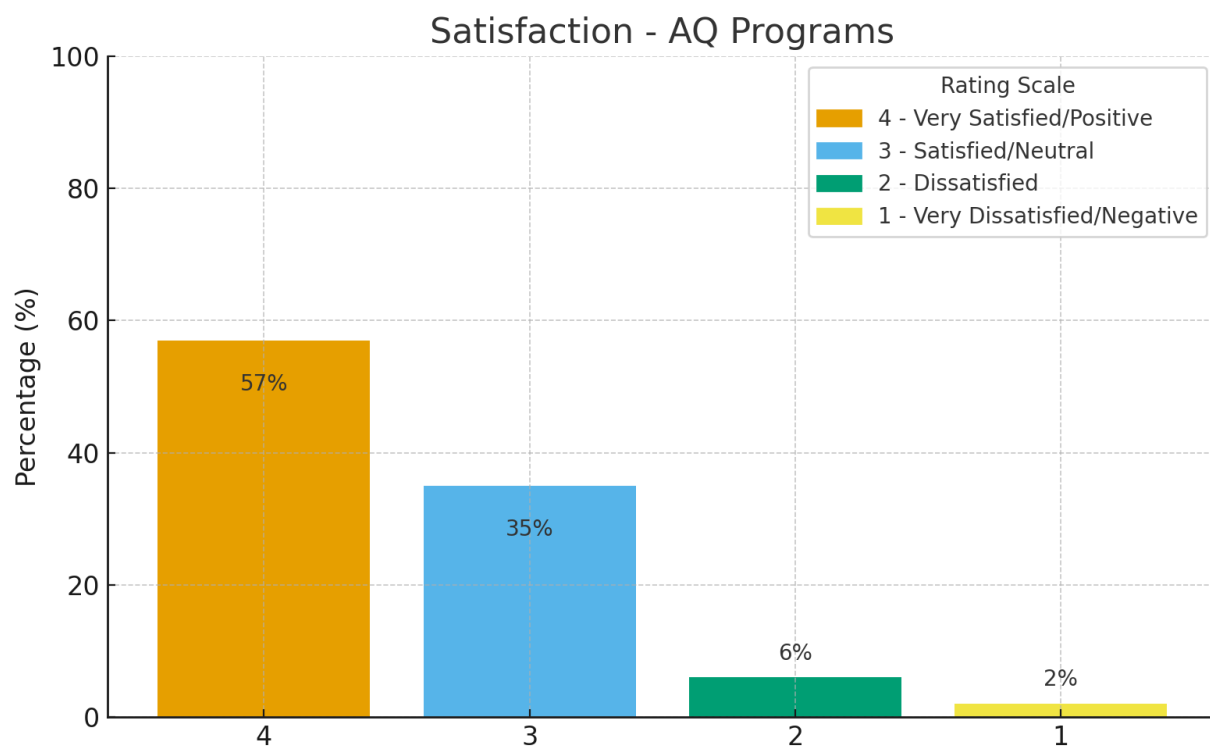
- **Onboarding and Communication Gaps:** New administrators need a clear welcome/orientation session explaining benefit options; several Members reported receiving incomplete or delayed information, particularly around LTD coverage.
- **LTD Enrollment Challenges:** Some were unaware LTD required a separate application, leading to consequences (e.g., returning to work during illness without coverage). Paperwork delays and lack of proactive guidance were highlighted as major concerns.
- **Administrative and Process Issues:** Members noted long wait times for processing due to both OPC and board paperwork, unclear instructions on forms (e.g., optional vs. mandatory services) and slow responses after submission.
- **Mixed Experiences:** Some found the LTD process smoother and supportive once underway, but frustration remains over climbing rates and inconsistent communication.

Professional Learning

How would you rate your level of satisfaction as a candidate in one of the OPC's additional qualification programs (ELQP, MQP, PDC, PQP1, PQP2, SEAQP, SOQP)?

Total Responses: 1,045 (N/A = 493)

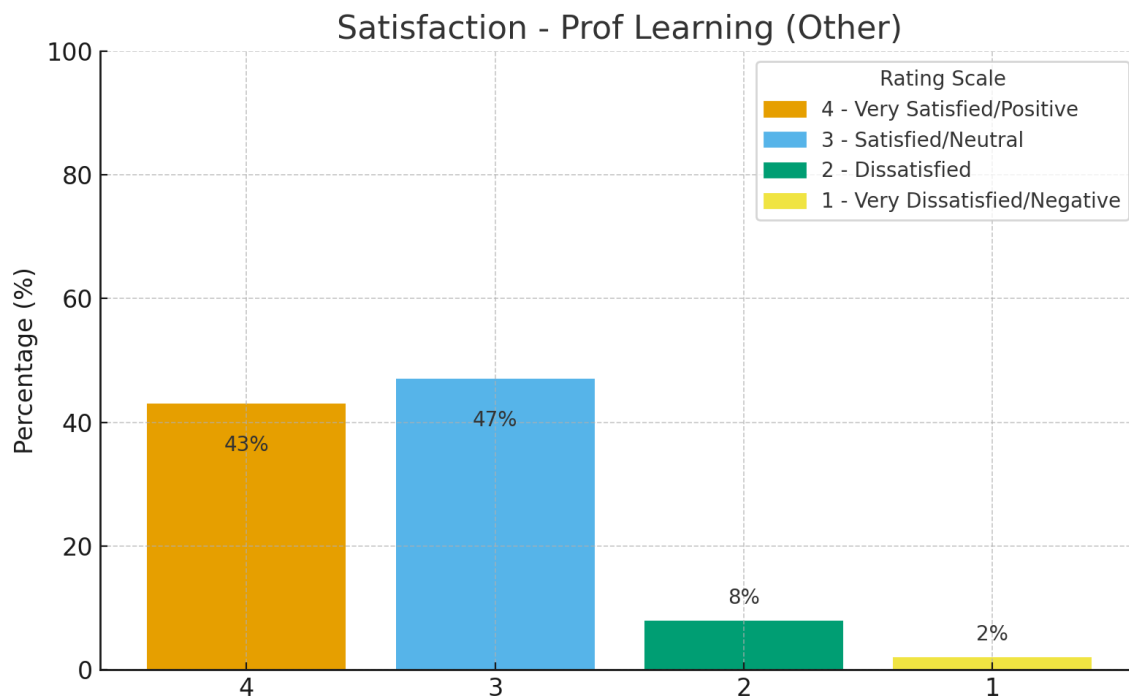
Ranking	2025 (N = 552)	2024 (N = 138)
4	57%	57%
3	35%	29%
2	6%	8%
1	2%	6%



How would you rate your level of satisfaction as a participant in one or more OPC professional learning offerings (other than additional qualification programs)?

Total Responses: 1,045 (N/A = 401)

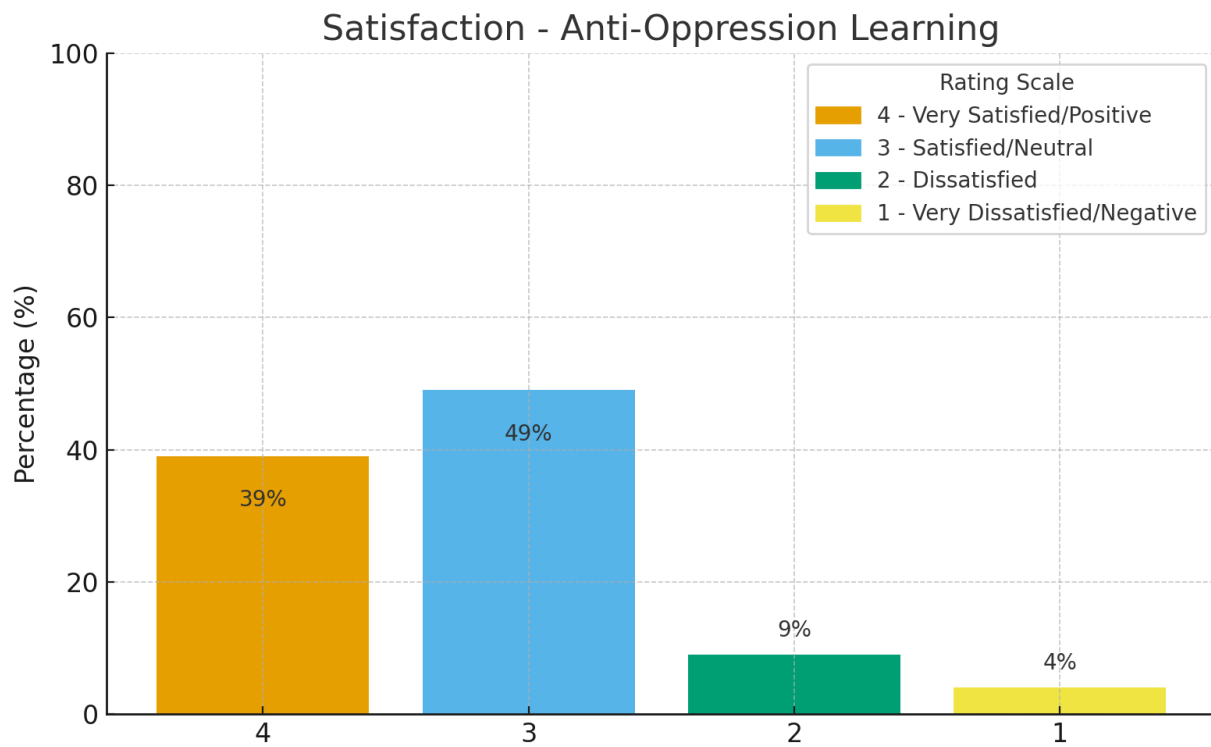
Ranking	2025 (N = 644)	2024 (N = 172)
4	43%	44%
3	47%	40%
2	8%	11%
1	2%	6%



How satisfied are you with how the OPC has been embedding principles of anti-oppression in professional learning?

Total Responses: 1,045 (N/A = 188)

Ranking	2025 (N = 857)	2024 (N = 138)
4	39%	57%
3	49%	29%
2	9%	8%
1	4%	6%



Please share any information to explain the rating you have given for Professional Learning.

AI Generated Summary - ChatGPT

Themes of Satisfaction

- **Relevant and Practical:** Some respondents highlighted courses like SEAQP as well laid out and applicable.
- **Instructor Experience:** There were positive mentions of instructors with recent principal experience and practical understanding.
- **Flexible Options:** Appreciation was noted for a variety of delivery models and session choices.

Areas of Concern

- **Facilitation Gaps:** Isolated feedback noted inconsistency in facilitation quality and engagement.
- **VP Exclusion:** There was a concern that vice-principals are underrepresented or overlooked in PL leadership and content.
- **Clarity and Accessibility:** Feedback noted some sessions were difficult to access or lacked clear navigation for registration.

Suggestions for Improvement

- **Equity Review:** Continue critical vetting of session content and speaker perspectives to ensure equity.
- **Improve Communication:** Enhance how professional learning options are shared with Members, including better promotion of offerings.
- **Geographic Accessibility:** Increase ease of access by offering more regional and virtual options.

Overall Sentiment

- Participants emphasized that they felt heard, supported and professionally enriched by the learning experiences.
- There was a tone of gratitude in many responses, with several expressing that the sessions surpassed expectations.
- The feedback demonstrates a commitment to professional growth and a positive reception to program structure and facilitation.

What suggestions or feedback would you have for making professional learning more engaging and relevant?

AI Generated Summary - ChatGPT

Themes of Satisfaction

- **High-Quality Content:** Many Members described the sessions as practical, relevant and engaging.
- **Flexible Delivery:** Participants appreciated a mix of in-person, hybrid and online options that supported their varied schedules.
- **Valued Instructors:** Comments highlighted instructors with current admin experience as particularly effective and relatable.

Areas of Concern

- **Inconsistent Experience:** A few respondents noted facilitators who were unprepared or did not meet expectations.
- **Equity Gaps:** Concerns were raised about a lack of critical equity review and insufficient attention to EDI (equity, diversity, inclusion).
- **Limited VP Representation:** Some Members felt that vice-principals were underrepresented in instructor roles or session design.

Suggestions for Improvement

- **Broaden Instructor Pool:** Include more vice-principals and diverse voices in session design and facilitation.
- **Expand EDI Lens:** Vet sessions for implicit bias and ensure content reflects inclusive and equity-informed practices.
- **Refine Session Design:** Offer shorter, interactive sessions that are spaced over time to accommodate busy administrator workloads.
- **Improve Awareness:** Ensure Members understand what offerings exist and how to register or participate.

Overall Sentiment

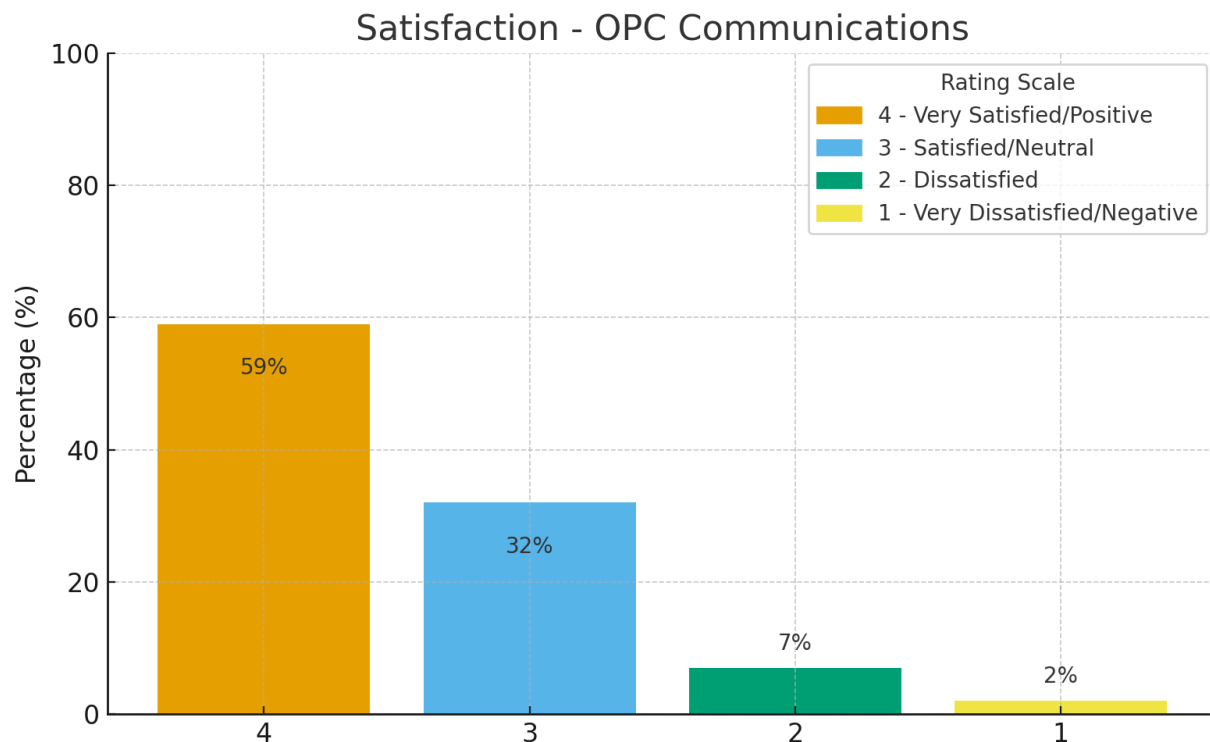
- Professional learning continues to be a valued component of OPC services. While most feedback reflected satisfaction with content, delivery and instruction, respondents encouraged stronger representation of diverse voices and improved attention to inclusion.
- More interactive, time-sensitive formats could improve access and engagement.

Communications

How would you rate your satisfaction with the timeliness and quality of the communications you have received from the OPC this year (such as the President’s Message, Professional Learning Opportunities, Town Halls, periodic update emails from the president or local Councillors)?

Total Responses: 1,045 (N/A was not a response option as all Members receive some communication, such as the President’s Message)

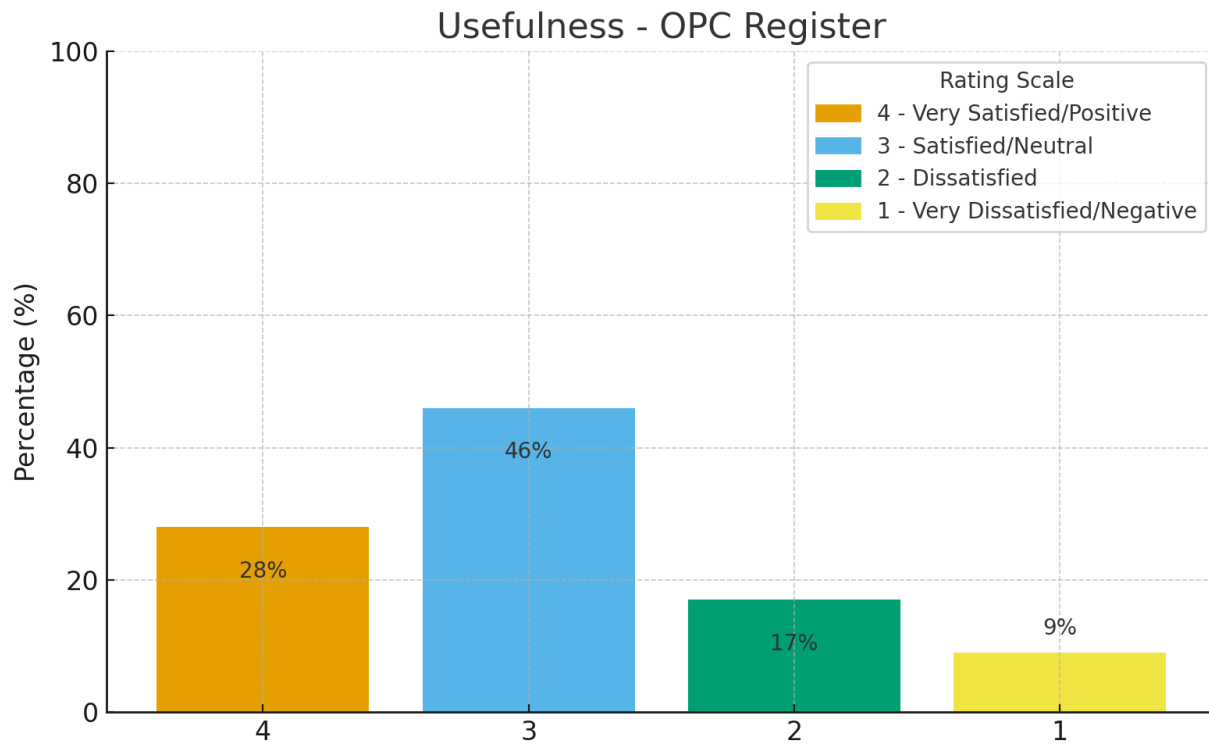
Ranking	2025 (N = 1,045)	2024 (N = 313)
4	59%	55%
3	32%	36%
2	7%	7%
1	2%	3%



How would you rate the usefulness of the information in the OPC Register magazine?

Total Responses: 1,045 (N/A = 105)

Ranking	2025 (N = 940)	2024 (N = 313)
4	28%	25%
3	46%	40%
2	17%	23%
1	9%	12%

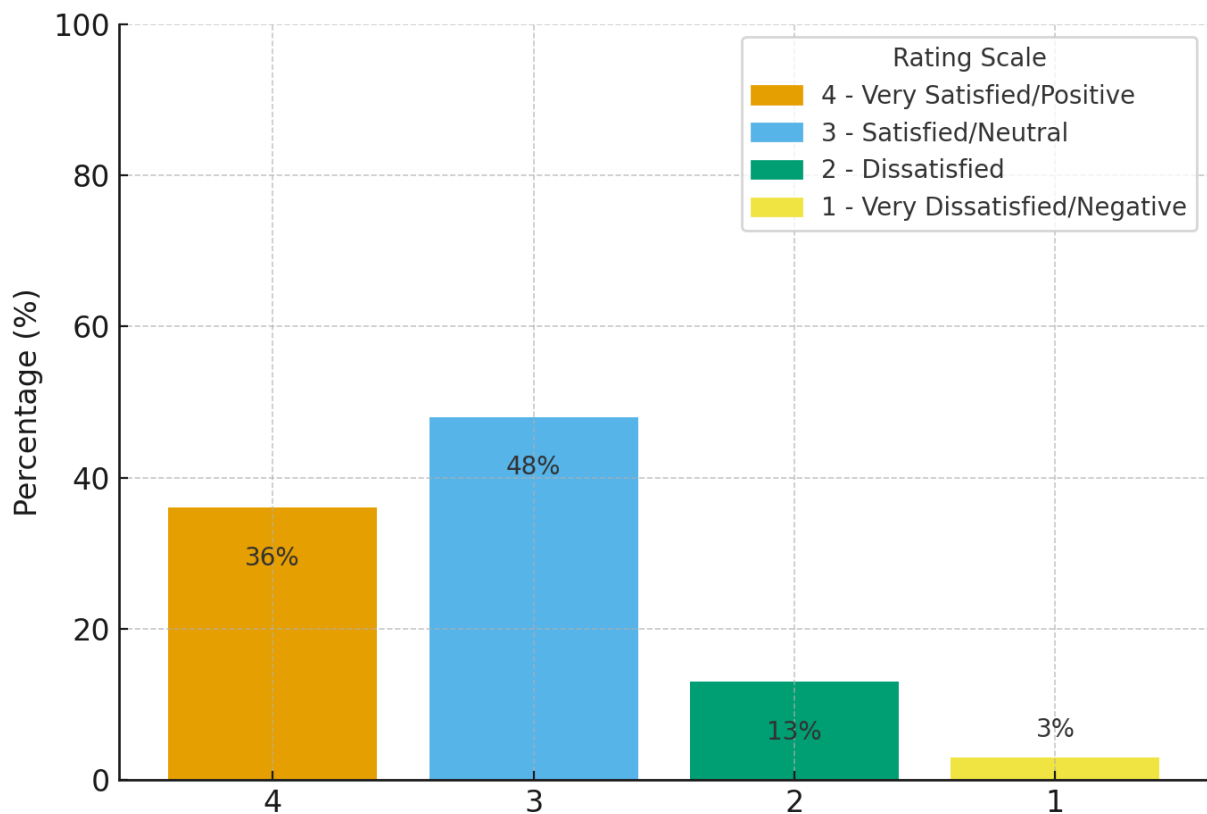


How satisfied are you with how the OPC has been embedding content or principles related to anti-oppression or Truth and Reconciliation into its communications or professional resources?

Total Responses: 1,045 (N/A = 71)

Ranking	2025 (N = 974)	2024
4	36%	N/A
3	48%	N/A
2	13%	N/A
1	3%	N/A

Embedding Anti-Oppression - Communications and Resources



Please share any information to explain the rating you have given for Communications.

AI Generated Summary – ChatGPT

Themes of Satisfaction

- Many Members praised the clarity and timeliness of OPC communications, particularly email updates and the President’s Message.
- Respondents valued concise formats with embedded links that made content easy to navigate.
- The town halls and communications around professional learning were seen as especially informative.

Areas of Concern

- Some Members felt the OPC communicates too frequently, or sends messages at inconvenient times (e.g., overnight).
- Several reported that *The Register* magazine is either not received or not relevant to their current issues.
- A few noted a lack of communication around key issues such as negotiations, workload and policy updates.

Suggestions for Improvement

- Tailor messaging to include updates on tangible advocacy outcomes and negotiations.
- Consider reducing volume and sending communications during more accessible hours.
- Offer format options (print vs. digital) based on Member preference to ensure accessibility and engagement.
- Reevaluate the focus of *The Register* magazine to better reflect current Member concerns and priorities.

Overall Sentiment

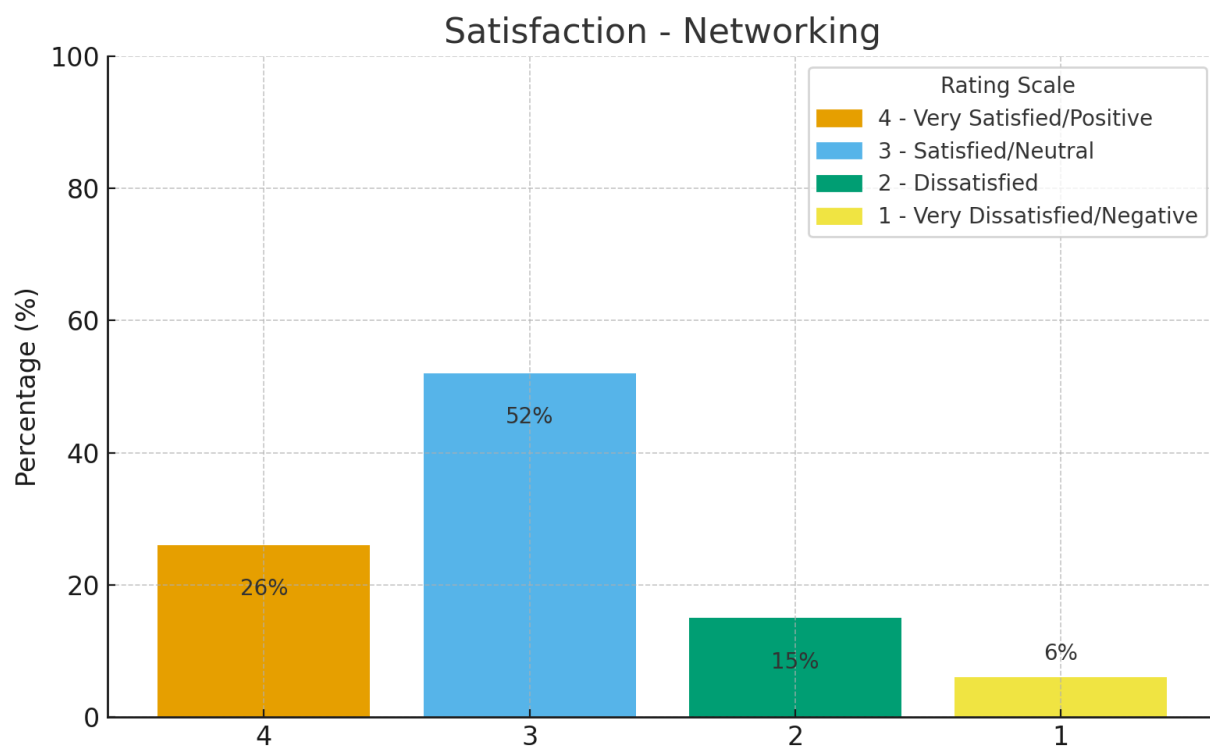
- Communications are viewed as generally effective and professional, but there is a growing expectation for more strategic, transparent and responsive communication—especially on advocacy and workload-related matters.

Networking

How would you rate your level of satisfaction regarding networking with colleagues through workshops/learning sessions and/or meetings?

Total Responses: 1,045 (N/A = 243)

Ranking	2025 (N = 802)	2024 (N = 131)
4	26%	25%
3	52%	40%
2	15%	23%
1	6%	12%



Please share any information to explain the rating you have given for Networking.

AI Generated Summary – ChatGPT

Themes of Satisfaction

- Members valued the opportunity to connect with peers through affinity groups, EDI circles and events like the Northern/Eastern Collective.
- Some appreciated virtual formats that offered access to professional dialogue without travel constraints.
- Local meetings and regional events were noted for being supportive and well-attended.

Areas of Concern

- **Accessibility and Time Constraints:** Many Members cited lack of time, family demands and absence of release time as key barriers.
- **Limited In-Person Options:** Some expressed a preference for face-to-face networking, saying virtual formats lack depth and personal connection.
- **Geographic and Religious Inclusion:** Rural Members and those observing religious holidays (e.g., Ramadan) sometimes felt excluded due to event timing or format.
- **Disengagement at Provincial Level:** A few found local events more impactful, stating that provincial offerings didn't address their specific needs.

Suggestions for Improvement

- Offer more in-person opportunities, especially for communities that are underrepresented or feel isolated.
- Build intentional networking time into major events or learning sessions.
- Provide release-time support or clearer guidance on how to prioritize networking within professional duties.
- Ensure scheduling is culturally inclusive and sensitive to diverse needs.

Overall Sentiment

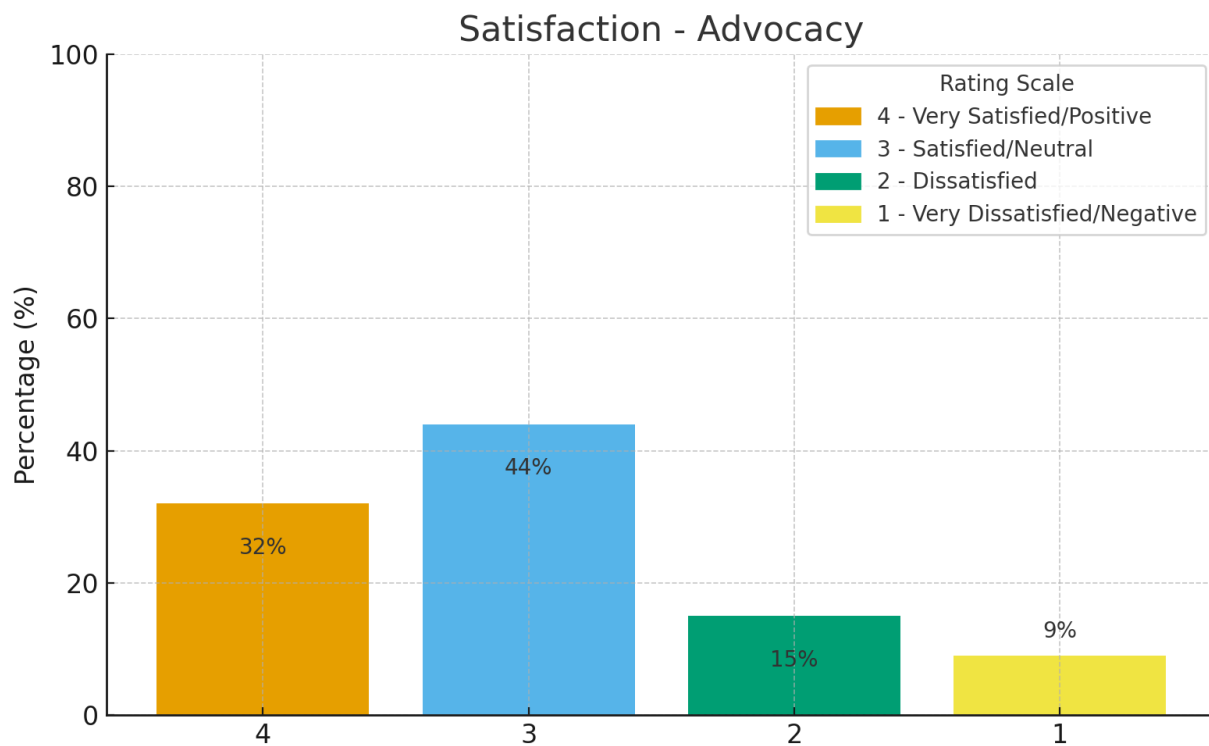
- Networking is recognized as essential and valuable, but Members want it to be more accessible, intentional and personally engaging, with formats that reflect the diversity of Members' schedules and locations.

Advocacy

How would you rate your level of satisfaction with advocacy efforts by the OPC with education partners and the Ministry of Education? (public statements, meetings, social media posts, Principal Profile campaign, Did You Know campaign etc)

Total Responses: 1,045

Ranking	2025 (N = 1,045)	2024 (N = 313)
4	32%	22%
3	44%	38%
2	15%	20%
1	9%	20%



Please share any information to explain the rating you have given for Advocacy.

AI Generated Summary – ChatGPT

Themes of Satisfaction

- Some Members acknowledged visible advocacy efforts, particularly around recent negotiations.
- A few recognized the continued engagement with education partners and the ministry as a step in the right direction.
- Positive mentions were made of public-facing efforts, including statements and social media activity.

Areas of Concern

- **Lack of Results:** Many respondents felt advocacy efforts lacked tangible impact, especially regarding salary parity, workload and summer work expectations.
- **Power Imbalance:** Numerous comments highlighted the OPC's limited leverage without collective bargaining rights, contributing to perceptions of ineffectiveness.
- **Frustration with Representation:** Some secondary administrators expressed feeling underrepresented, and questioned whether the OPC equally serves all roles and panels.
- **Disengagement:** A segment of Members viewed advocacy as performative or disconnected from local realities, stating that updates lack substance or direct outcomes.

Suggestions for Improvement

- Advocate more aggressively for pay equity and workload fairness, particularly with the ministry.
- Ensure clear, consistent communication on advocacy progress and how efforts address Member concerns.
- Increase social media visibility and public campaigns that spotlight the administrative experience.
- Consider distinct representation models for elementary vs. secondary administrators.

Overall Sentiment

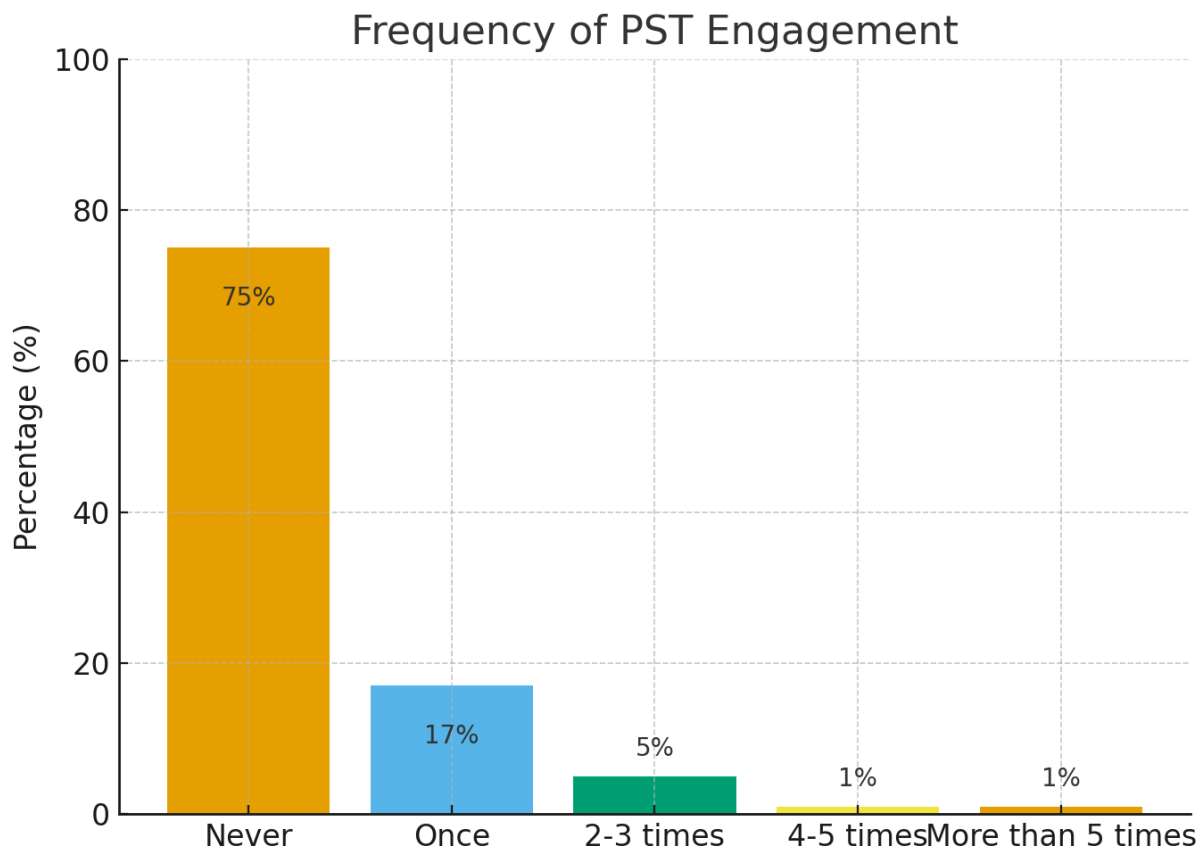
- The overall tone was one of disappointment and urgency. Members want the OPC's advocacy to be more assertive, impactful and inclusive, especially when it comes to achieving meaningful change on workload, compensation and recognition.

Protective Services

How often have you engaged with Protective Services staff during the 2024-25 school year?

Total Responses: 1,045 (Never = 787)

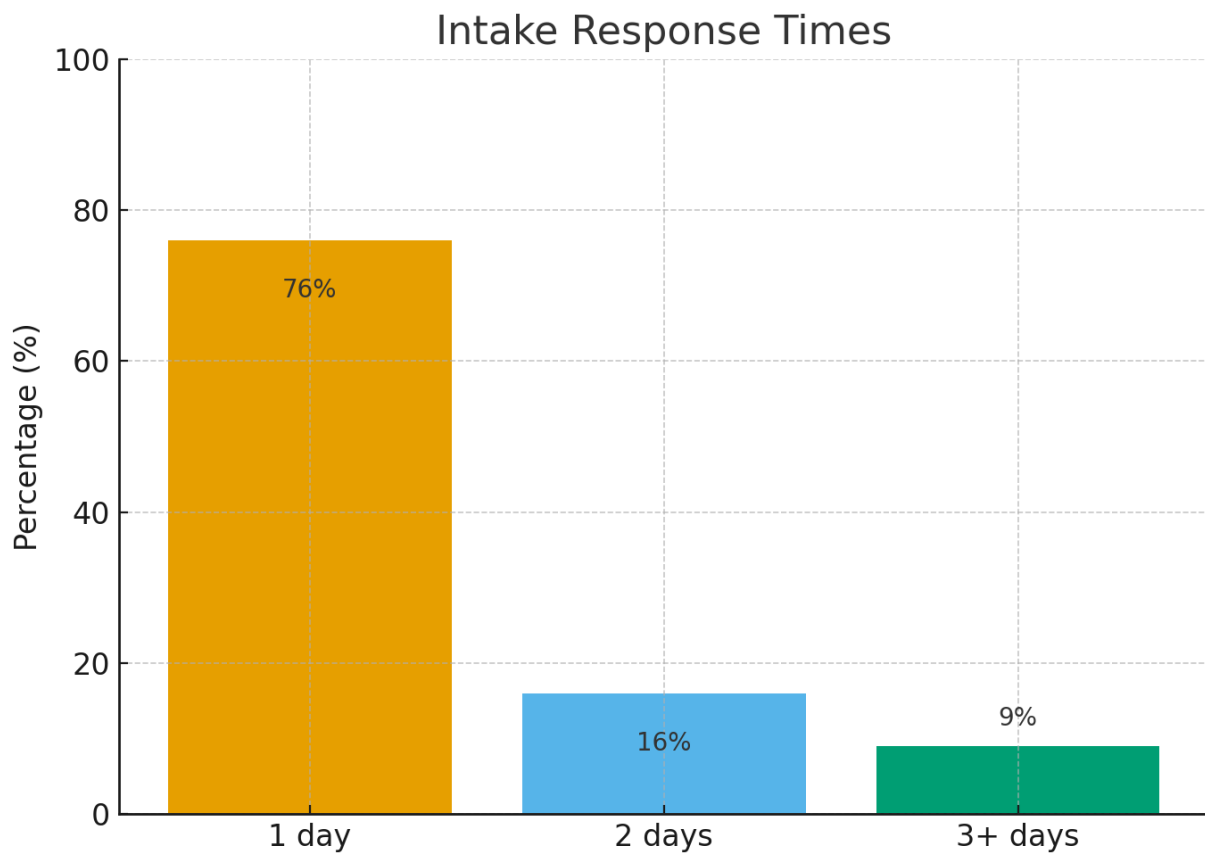
Response	2025 (N = 1,045)	2024 (N = 88)
Never	75%	27%
Once	17%	32%
2-3 Times	5%	23%
4-5 Times	1%	7%
More than 5 Times	1%	11%



How quickly did you receive a response to your initial request for support from an Intake Officer?

Total Responses: 256

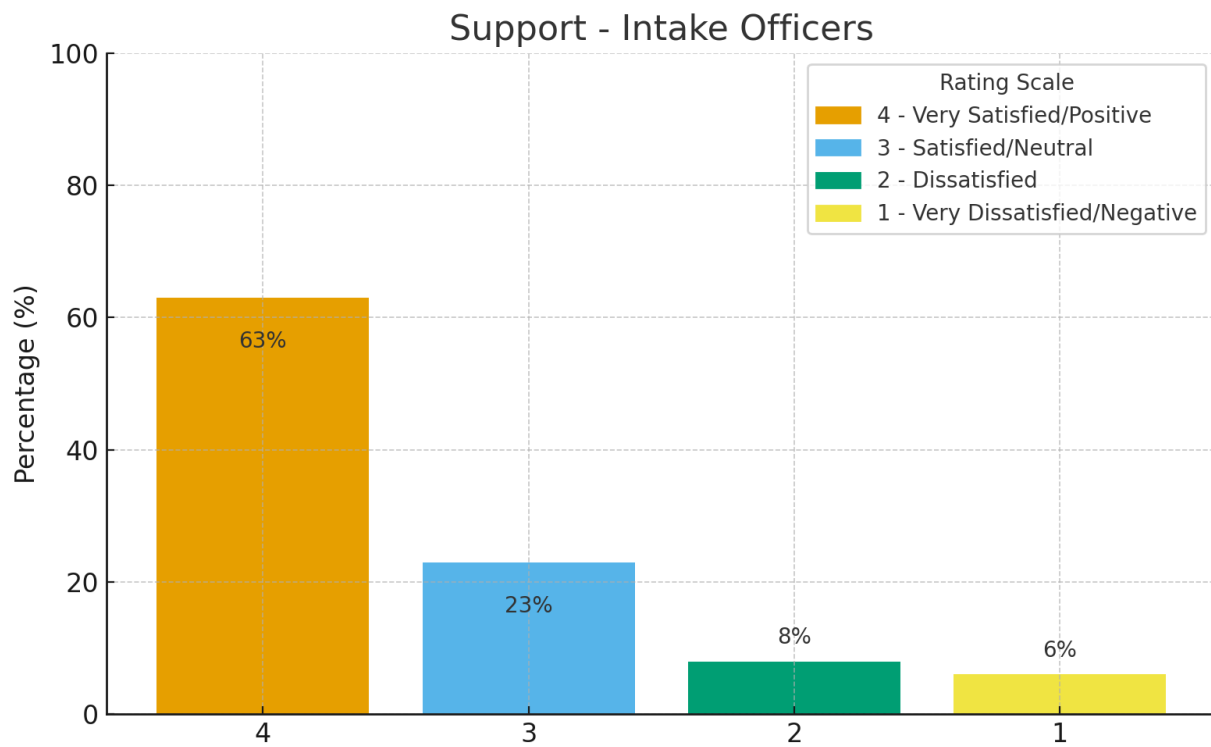
Ranking	2025 (N = 256)	2024 (N = 91)
1 day	76%	74%
2 days	16%	22%
3 days+	9%	4%



How would you rate your level of satisfaction related to the support you received from Intake Officers?

Total Responses: 258 (N/A = 6)

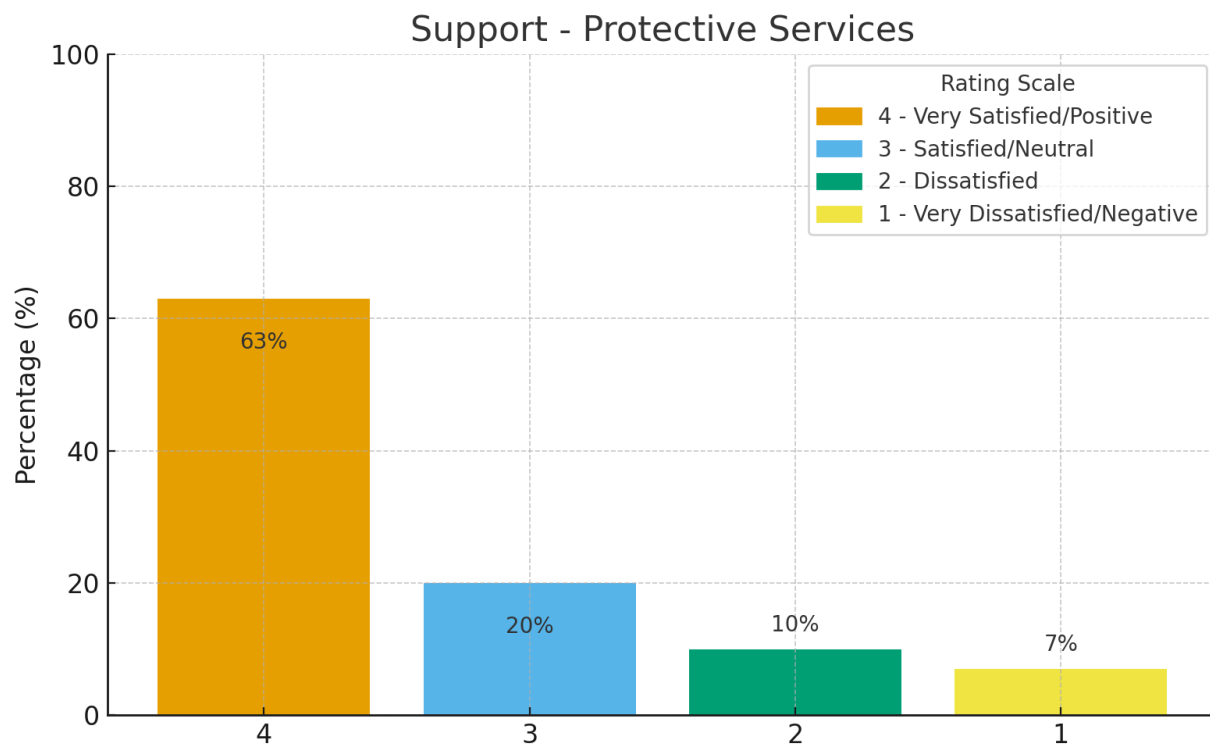
Ranking	2025 (N = 252)	2024 (N = 112)
4	63%	47%
3	23%	29%
2	8%	14%
1	6%	10%



How would you rate your level of satisfaction related to the support you received from Protective Services Consultants?

Total Responses: 257 (N/A = 12)

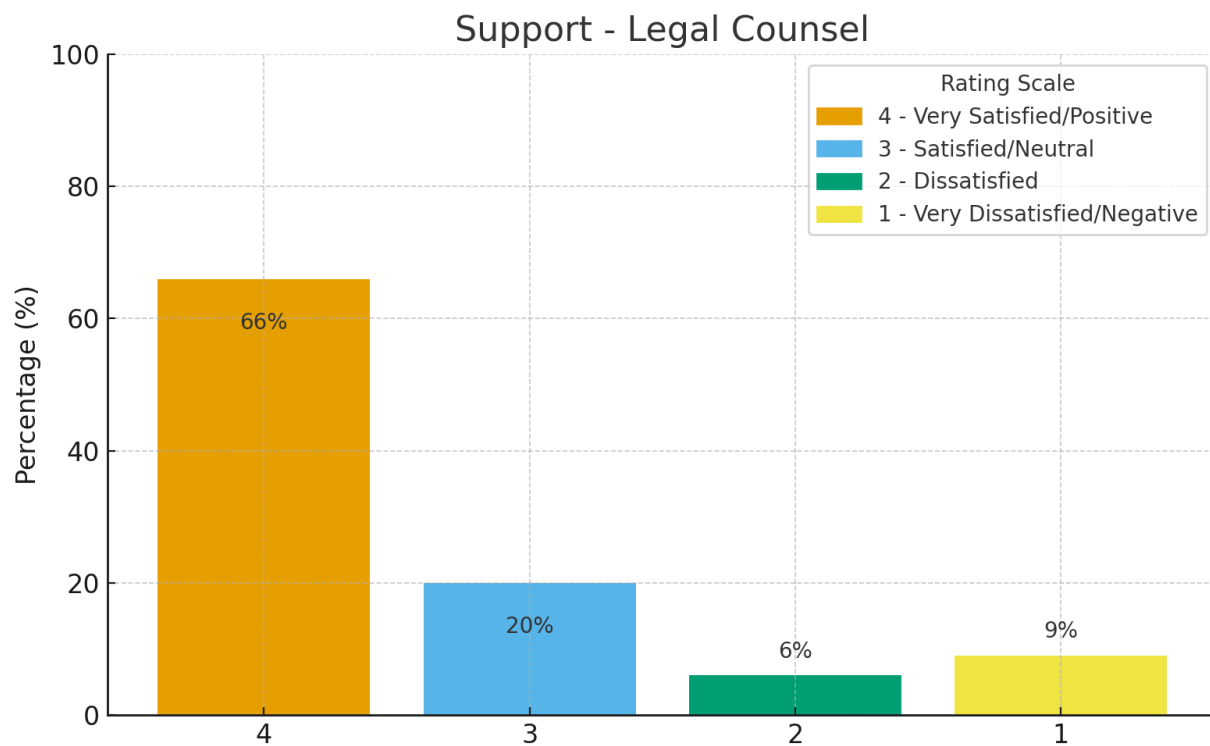
Ranking	2025 (N = 245)	2024 (N = 132)
4	63%	43%
3	20%	20%
2	10%	17%
1	7%	20%



How would you rate your level of satisfaction related to the support you received from Legal Counsel?

Total Responses: 258 (N/A = 153)

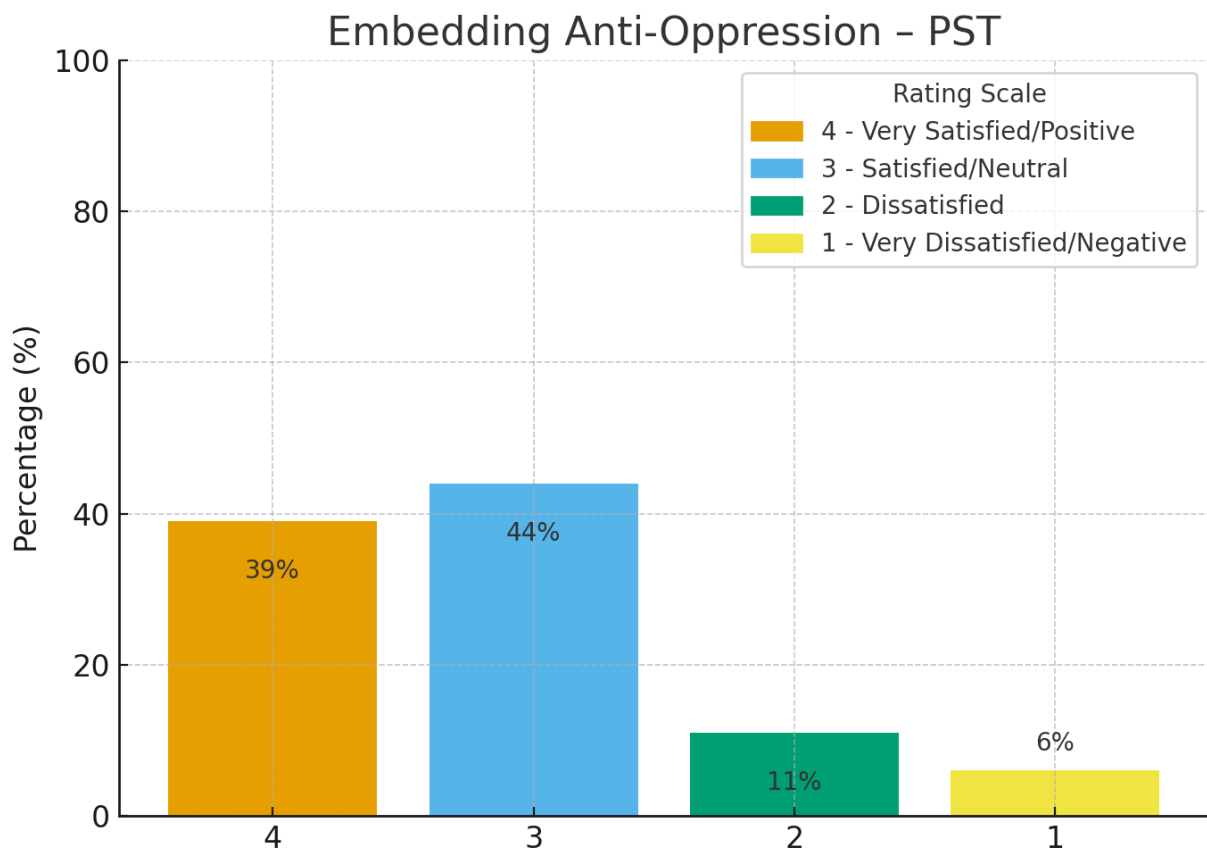
Ranking	2025 (N = 105)	2024
4	66%	N/A
3	20%	N/A
2	6%	N/A
1	9%	N/A



How satisfied are you with how the OPC has been embedding principles of anti-oppression in its practices related to protective and legal services?

Total Responses: 1,045 (N/A = 497)

Ranking	2025 (N = 548)	2024
4	39%	N/A
3	44%	N/A
2	11%	N/A
1	6%	N/A



Please share any information to explain the rating you have given for Protective Services.

AI Generated Summary – ChatGPT

Themes of Satisfaction

- Members who received support described the experience as timely, informative and compassionate.
- Some expressed gratitude for helpful intake officers and legal counsel who were thorough and knowledgeable.
- Positive feedback mentioned feeling supported and less isolated during difficult employment situations.

Areas of Concern

- Several respondents cited delays in response times, missed callbacks or being passed around between consultants.
- Some Members felt unsupported in urgent or high-stress cases, like HR investigations or student incidents.
- There were remarks about limited staffing and overwhelmed consultants, leading to perceived inaccessibility.

Suggestions for Improvement

- Increase staffing levels to ensure more responsive and consistent service.
- Develop templates or pre-call intake forms to streamline information sharing during critical incidents.
- Foster a trauma-informed and empathetic intake approach—especially important during crises.
- Ensure clearer follow-up processes to prevent Members from feeling abandoned.

Overall Sentiment

- While there is deep appreciation for the expertise and support provided, the overall impression reflects a need for stronger capacity, clearer communication and consistent responsiveness in Protective Services.

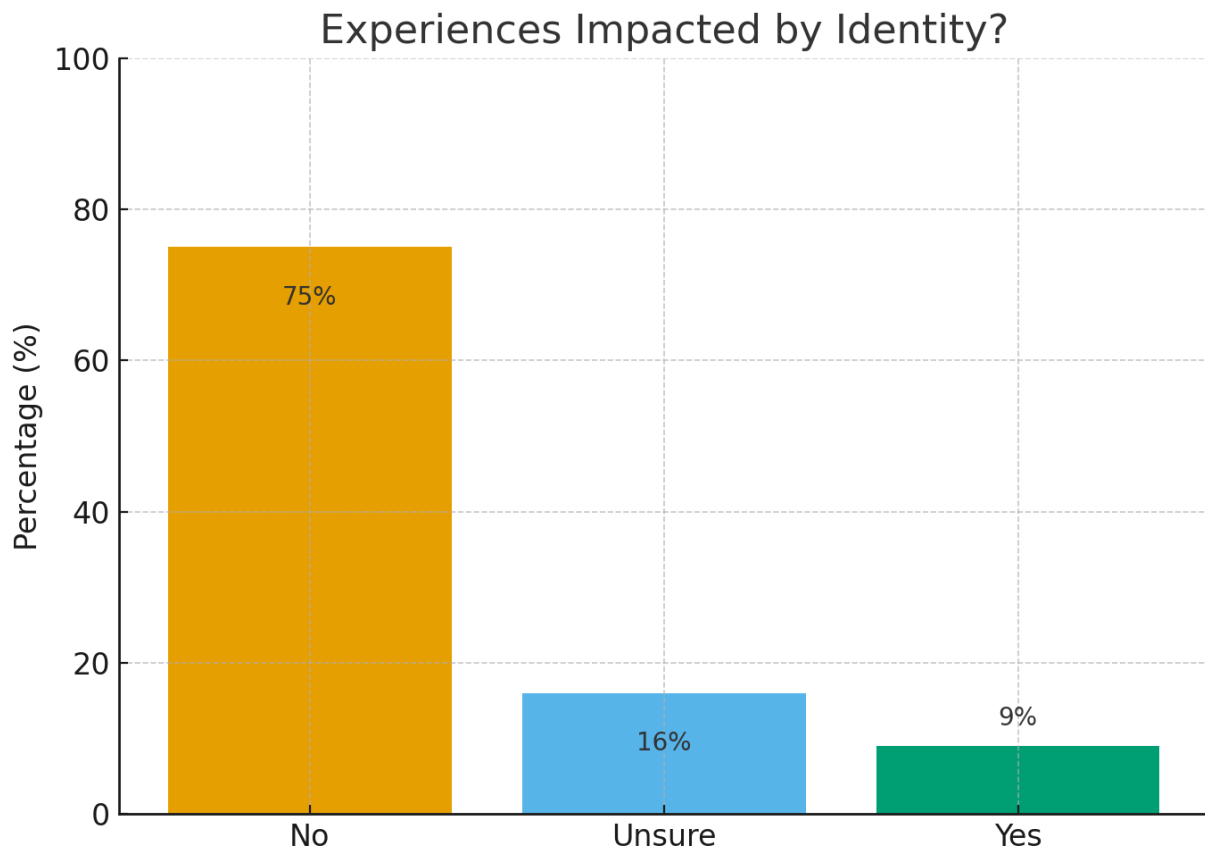
Anti-Oppression

Do you feel that any of your experiences with the OPC have been impacted by aspects of your identity?

Total Responses: 1,045

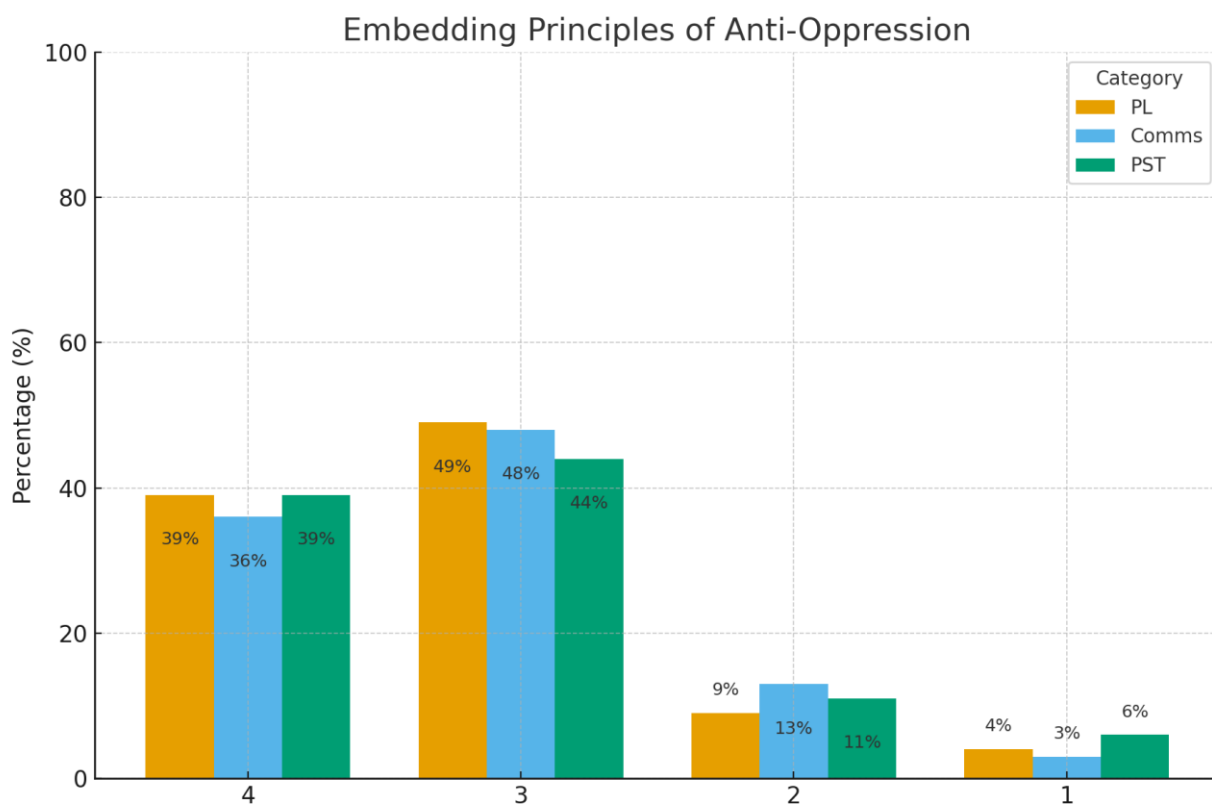
Ranking	2025 (1,045)	2024 (313)*
Yes	75%	N/A
No	16%	N/A
Unsure	9%	N/A

*This was posed as a qualitative question in 2024.



How satisfied are you with how the OPC has been embedding principles of anti-oppression in its practices related to Professional Learning, Communication and Resources and protective and legal services?

Ranking	Professional Learning (N = 858)	Communications and Resources (N = 974)	Protective and Legal Services (N = 548)
4	39%	36%	39%
3	49%	48%	44%
2	9%	13%	11%
1	4%	3%	6%



Please provide details related to your experiences with the OPC, impacted by aspects of your identity.

AI Generated Summary – ChatGPT

Themes of Satisfaction

- **Supportive experiences:** Several respondents shared appreciation for moments when the OPC was equitable, inclusive and supportive.
- **Increased awareness and reflection:** There was recognition of increased understanding of equity and diverse experiences through materials, communications and programming citing identity-specific supports or materials as examples where they felt represented and valued.

Areas of Concern

- **Underrepresentation and invisibility:** Many expressed feeling invisible/ ignored, mainly those from racialized, trans, Indigenous or less frequently discussed identity groups.
- **Bias and inequity:** Concerns were expressed about hiring practices, pay inequity and the intersection of gender, race and regionality were noted.
- **Safety and discomfort:** Some respondents reported feeling unsafe, silenced or unsupported when disclosing aspects of their identity or seeking help from the OPC.

Suggestions for Improvement

- **Representation and diversity:** Many responses called for greater ethnocultural diversity in leadership to better reflect and understand community and board-level challenges.
- **Expand identity lens:** Some respondents felt the OPC's equity work overemphasized certain identities and narratives, suggesting a more inclusive and intersectional approach.
- **Structural and systemic change:** Respondents encouraged the OPC to directly name and address specific forms of oppression (e.g., anti-Blackness, sexism) and offer more targeted support to marginalized communities.
- **More networking and in-person spaces:** Requests for more connection through affinity spaces and regional programming that reflect diverse contexts (e.g., Northern regions).

Overall Sentiment

- Diverse and personal feedback was noted, reflecting a range of lived experiences. Many noted the OPC's intentions and progress, though there is strong interest in greater structural equity, broader inclusion and recognition of overlooked identities.

Additional Feedback for Services

Please share any additional feedback regarding any aspect of the OPC's services.

AI Generated Summary – Chat GPT

Themes of Satisfaction

- Many expressed appreciation for services, highlighting advocacy and supports.
- Several were grateful for specific staff support, including protective services and mentoring during challenging situations.
- Professional development and leadership resources were recognized positively, especially regional conferences and webinars.
- There was acknowledgement of the OPC's role in advocacy and communication, including appreciation for the President's Messages and regular updates.

Areas of Concern

- Dissatisfaction with negotiations was the most noted. Members felt let down by the recent agreement's impacts on workload, compensation and working conditions.
- Many criticized the loss of 10-month status, increased summer work obligations and inconsistent or insufficient communication on major changes like the ONE-T benefits plan.
- Disparities between boards, especially regarding VP roles, lieu days and terms and conditions, were viewed as inequitable and problematic.
- Transparency and financial accountability concerns were raised, including the cost of provincial meetings, fee increases and perceived extravagance in operations.

Suggestions for Improvement

- Expand anti-oppression staffing and representation beyond volunteers.
- Establish mentorship programs, particularly peer-led and local ones.
- Provide regional support and in-person networking, mainly for rural/northern Members.
- Improve transparency in budget decisions, benefit negotiations and contract changes, potentially through votes or consultation processes.

Overall Sentiment

- Appreciation was expressed for the OPC's legacy and services alongside frustration over recent changes.
- Some shared disillusionment with communication, support and working conditions. Others remain hopeful, urging renewed advocacy and more inclusive leadership.

Recommendations

Reports were shared with the teams responsible for each area of service and these findings will inform departmental goals and strategic planning for the 2025-26 fiscal year. The practice of distributing an annual survey to Members will continue, and the next survey will be shared in May 2026.