



CO-TENANT SURVEY RESULTS

A look at how we are doing, two years into
the making

Overall, comparing



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In 2017, you asked us to work on the following:



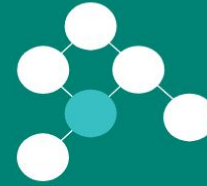
Creating a more
environmentally
responsible space



Clarifying staff
roles



Improving
building
amenities
(specifically,
flip charts and
whiteboards)



New events
for Co-Tenant
Connections



Working with
plumbing to fix
washrooms

We heard you and it showed in your responses in 2018!
Thanks for recognizing the efforts in our first year...

In 2018, the majority of respondents said that we should focus on the following categories:



Creating a more
inclusive and
environmentally
responsible space



Improving
Customer
Service



Building amenities
and creating a
considerate
workplace culture



Finding new ways to
connect
Co-Tenants

How we plan to improve



Improving Customer Service

- Regroup with staff about social media guidelines and coordination
- Provide our DECA team with name tags
- Continue DECA customer service training
- Monitor staff workload and priorities



Creating a more inclusive and environmentally responsible space

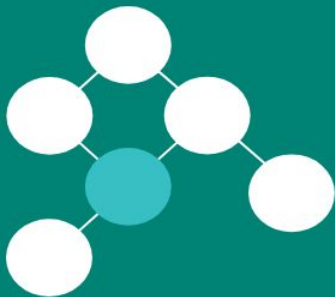
- Make Innovation Works more accessible by lowering the financial barriers to entry
- Acknowledge the differing interests and diversity in the space when planning events and activities
- Work with community partners and internal staff to better divert and reduce our total waste

Building amenities and creating a considerate workplace culture



- Continue to work with Nerds on Site to better support Co-Tenants
- Work towards a cleaner kitchen through signage, and by conducting a full audit
- More kitchen gear
- Incorporate plants into the space (feel free to donate)
- Better signage and communication around meeting room policies
- Remind Co-Tenants to be considerate about sharing the space, up-keep, and noise levels

Continuing to find new ways to connect Co-Tenants



- Plan events on different floors and at different times
- Plan another "Speed Social" event
- Designate areas to make new connections - a conversation corner
- Utilize online forms, in-person meetings, and a suggestion box to get Co-Tenant feedback and co-create the space

The background features several teal dashed lines of varying lengths and curves, scattered around the central text. One line forms a partial circle on the left, another a larger loop on the right, and others are straight or slightly curved segments.

Now for our 2018 Co-Tenant Survey Results

How Did You Hear About Innovation Works?



My
company
moved in



Through Pillar
Nonprofit Network



Online



Friends

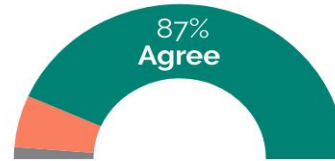
Innovation Works has...



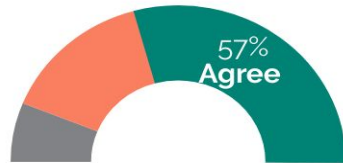
"...given me access to events I wouldn't otherwise know about"



"...made coming to work more fun"



"...expanded my personal or professional networks"



"...made me more environmentally and/or socially responsible"

Opportunities to Improve:
Continue to work on being more environmentally responsible

We asked you about the physical space at Innovation Works



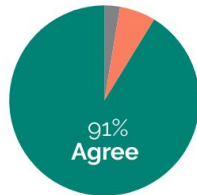
Agree



Neutral

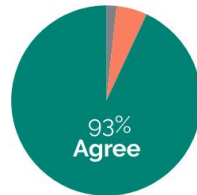


Disagree



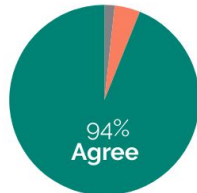
"The space at Innovation Works makes me proud to bring partners, clients, and funders to my workplace."

6% Neutral 3% Disagree



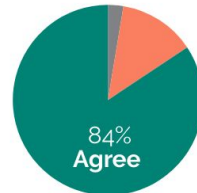
"I would recommend Innovation Works as a place for like-minded individuals to work"

5% Neutral 2% Disagree



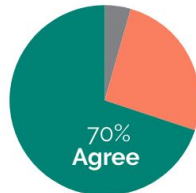
"The space at Innovation Works has a great vibe."

4% Neutral 2% Disagree



"Innovation Works offers a healthy physical work environment."

13% Neutral 3% Disagree



"The space at Innovation Works is run in an environmentally sustainable way."

26% Neutral 4% Disagree

Expectations compared to Experience

"I didn't realize how intertwined so many people were, how open the knowledge sharing is, and how mutually supportive the core group seems to be. I love it :)"

"I often tell people it is the best investment I've ever made in both my business and quality of life. Thank you for all the work you do and the amazing environment you have created"

"My experience is beyond what I expected. While it was all that I hoped for with respect to learning, networking, honing skills and gaining experience. The emotional benefits of being a part of a wonderfully vibrant and caring community has far surpassed my expectations!"

"I always leave there happy. It's bigger, bolder and more beautiful than I ever could have imagined."

Opportunities to Improve:

- Consistent communication between Co-Tenants and Staff
 - Increased cleanliness of the space
-

When I need to, I can access meeting room space at Innovation Works



90%
Agree



5%
Neutral



5%
Disagree

Opportunities to Improve:

- Encourage proper meeting room etiquette

We asked Co-Tenants to rate the amenities

**The majority of
respondents rated them
as great!**



Opportunities to Improve:

- Work culture reminders about noise levels
- Kitchen (and kitchen policy) refresh
- Better collaboration with Nerds on Site - Did you know? You can email innovationworks@nerdsonsite.com if you need tech support

How responsive has our team been to your questions or addressing your requests?



95% extremely responsive!

We asked you how you felt about our staff



"I LOVE the staff at IW!!! They are ALL friendly, eager to help with IW related issues as well as your company! It's like they are an extension of the sales team sharing your story. The space wouldn't be the same without this team and their energy."

"Not all heroes wear capes." I see each member of this team go out of their way for Co-Tenants each and every day. They are the part of the reason this place shines so brightly!"

"Big WOW. IMMEDIATE responses - extremely respectful and genuinely invested in the satisfaction of co-tenants."

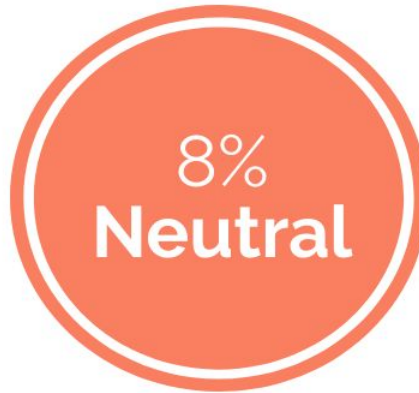
"The team is really passionate about the people, the space and the work. I think it rubs off on tenants and is the biggest contributor to the great vibe in the space. I can't imagine that it's easy to keep people with varying needs, personalities and expectations happy. That being said, the staff don't appear to let that challenge get to them. I'm not sure I could do it :)"

How many of you have connected with other Co-Tenants?



The majority of respondents have made connections with at least 5 other Co-Tenants! A great place to start!

Co-Tenants were asked to rate the quality of customer service from the DECA's



Opportunities to Improve:

- Continue customer service training with the DECA team
-

How has Innovation Works helped you interact and connect with other Co-Tenants?

"So many good ideas and feelings have been planted and incubated through my interactions with other Co-Tenants"

"The Commons is the space to share ideas, exchange views, and gain inspiration from other projects"

"The number of connections that I have made through Salad Club is truly astounding. I also love being able to meet people and refer them to other Co-Tenants."



"Helps me stay connected with what knowledge gaps exist in our community, what wisdom it's holding and where the opportunities exist for us to lean on each other."

"I was amazed at the number of people in my network who were already using Innovation Works. From Edgar and Joe's and the commons area to the shared spaces and our office, it was like everyone has found a home of like-minded people in the same space."

What is the most IMPORTANT thing about being a part of Innovation Works?



What would you like to see in the INsider e-Newsletter

The majority of respondents had positive reviews and appreciate the current layout

Opportunities to Improve:



- Hashtag challenges and incentives for reading
- Asking Co-Tenants to contribute to the newsletter
- Move to hard copy (with environmental considerations in mind)
- Cover topics on diversity efforts in the space, WOW moments in the community, feature blog posts; tips on efficient administration, working habits and social media practices

TO DO LIST:
-BOOK A
MEETING ROOM
-SALAD CLUB
-GROCERIES





Holiday Party



Salad Club



Human Library

The most anticipated programs of the year!



Summer BBQ



Co-Tenant
Workshops



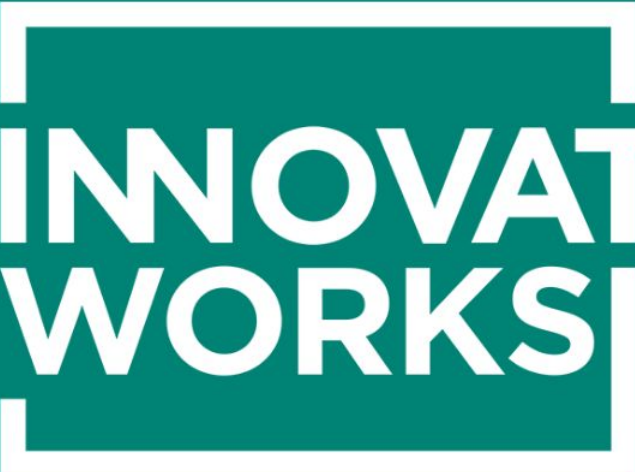
Wine Down

Opportunities to Improve:

- More inclusive events (events on different floors, family friendly, introverted friendly events, timing of events)
- Rebranding Wine Down
- Creating spaces for conversations on current diversity and inclusion topics

Best thing about Innovation Works?

THE WORKSHOPS
AND EVENTS **WORLD-CHANGERS**
DOGS **COMMUNITY** BEAN BAGS STAFF
THE SHARED VALUES **THE** LOCATION **DECAS**
ACCESS TO **SPACE** POSITIVE **24/7**
RESOURCES **ENERGY**
CULTURE **MEETING** **PEOPLE**
ROOMS
WELLNESS THURSDAYS



**INNOVATION
WORKS**