



# 2017 STAFF ENGAGEMENT SURVEY

## Frequently Asked Questions (FAQ): FOR INTERNAL USE ONLY. NOT FOR DISTRIBUTION.

### Survey Troubleshooting & Logistics

#### When and how do I take the survey?

- On August 7, you will receive an invitation from Gallup with a website address and phone number to participate in the survey. This email will include your unique access code, which you will enter to take the survey. The survey is accessible online 24 hours a day, seven days a week, from work or home and you have until September 1 to complete it.
- The survey is available in both English and Spanish languages.

#### What do I do if I did not get an email invitation?

- It is likely that your invitation was filtered into a separate folder in your email inbox. Please check your **Spam** and **Clutter** folders or search your inbox for an email from [survey@gallupmail.com](mailto:survey@gallupmail.com)
- If you still cannot locate the invitation, you can complete the survey the following ways:
  - **Via Telephone:** Call 1-800-449-1074. Please note, that you will need your Employee ID number to receive your “Access Code” to complete the survey. If you do not know your ID number, there is a link on the [UCI Gallup Engagement Survey Page](#) where you can retrieve it.
  - **Via Online Form (Instructions for the employee):**
    1. [Visit the UCI Gallup Engagement Survey Page](#) (screenshot below)
    2. You will need your employee ID to receive a unique identifier (it will be sent to you quickly)
      - a. If you don’t know your employee ID, click on the **Your Employee ID** bullet on the right of the screen (under smiley face icon)
    3. Click on the yellow **Take the Survey** button
      - a. Enter your employee ID number **without the leading zero**
      - b. You will receive a unique “Access Code” to continue to take the survey



### **I still can't access the survey. Who can I contact for help?**

- If you have any problems accessing the survey, or questions about the survey, please contact Gallup Client Support by sending an email to [q12help@gallupmail.com](mailto:q12help@gallupmail.com) or by calling 1-800-788-9987 for assistance. Support is available 24 hours a day, every day of the week.

### **What is my survey access code? Why is it necessary?**

- You will be asked to enter a unique access code before you take the survey. This code will be included in your email from Gallup. It ensures that each employee can participate only once. The code allows Gallup to identify you, but Gallup will not disclose your access code to UCI, nor will it give out any data individually affiliated with that code.

### **What staff information does UCI send to Gallup?**

- UCI sends Gallup the Employee roster, this is also referred to as the Organizational Map. The Organizational Map defines all relationships within an organization that are vital to managing a business. The Organizational Map consists of several sections: employee list, manager list, reporting (roll-up) structure, special team definitions, and a report list. The Organizational Map is a critical foundational tool Gallup uses to:
  - Understand how your business is organized
  - Identify where accountability and action will occur at the local level
  - Guide the creation of relevant, actionable data reporting

### **What do I do if an employee has been included in the roster and later separated from the company?**

- If employees are separated from your organization after the employee roster has been submitted (June 16, 2017) you can notify HR to ensure these individuals are included on the termination list submitted to Gallup at the close of the survey for removal.
- Keep in mind that if an employee is active at any point during the survey field period (even if it is only for the first day of the survey), then that employee is still eligible to participate by completing the survey. **Gallup cannot remove participants from the results.**

### **What do I do about the inclusion of new employees?**

- At this time, if employees are hired into your unit after the Organizational Map has been submitted to Gallup (June 16, 2017), they will be unable to complete the survey.

### **Will I be given time to take the survey during work hours?**

- Yes. Completing the survey is very important and each employee will have time to complete it. However, if you don't have a chance at work, you can take the survey at home if you have Internet access.
- You will receive an email from Chancellor Gillman with information about the scheduled organization wide 15 minute Survey Break on August 11 at 3:00pm.

### **How long will it take to complete the survey? How many questions are there?**

- It will only take about 10 minutes to complete the survey.
- There are 13 Core Engagement questions, 3 Supervisor Effectiveness questions, 3 Change Management questions, and one open-ended question.

### **Are there any incentives for participation?**

- An Incentive Program has been created for those groups who have an assigned Engagement Survey Ambassador. For more information, please reach out to your local Ambassador.
- You can view the list of Ambassadors at the [UCI Gallup Engagement Survey Page](#)

### **What is UCI's survey completion goal?**

- For Campus employees, the completion goal is 75%. This goal is consistent with industry data for survey completion rates in higher education.
- For Health Affairs employees, the completion goal is 95%. This goal is consistent with industry data for the health industry, and with this group's past participation rates.

### **Which supervisor/manager do my responses rate?**

- The survey will not display information about the supervisor you are reporting to.
- For supervisors with less than four (4) direct reports, data will be rolled up to the next manager with four or more survey responses.
- Think of yourself in your current workgroup, regardless of who will receive the data.
- The reporting structure is based on the organization as of June 16, 2017. However, if your department or supervisor have recently changed, this should not affect your response. You should still think of your current work environment.

### **What "organization" am I rating?**

- You are rating your current work environment; interpret the term "organization" based off what it means to you.

### **What if I only want to provide feedback for the organization and not my team?**

- You will have the opportunity to discuss the survey results with your manager and team. We encourage you to identify the barriers, both at the local and organization level, impeding your engagement during this discussion.
- These impact planning sessions are not limited to your direct team; it is okay to hold cross-departmental impact planning sessions.

## **[Survey Overview](#)**

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### **What is the UCI Staff Engagement Survey?**

- It is a brief survey that provides an opportunity for staff to identify UCI's strengths and opportunities for improvement as a workplace. It is one of the most important ways we have to enhance our work lives and UCI overall.

### **What does the term "engagement" mean? Why does it matter?**

- Engagement refers to the psychological connection employees feel to their jobs. It goes beyond job satisfaction to reflect how invested and connected employees feel in the success of their teams and the organization. We know through research conducted by Gallup that high levels of employee engagement link directly to positive organizational outcomes, including productivity, and employee retention. Most importantly, engaged employees get more satisfaction out of their work. They have opportunities to do their best every day.

### **Why is the UCI Staff Engagement Survey being conducted?**

- UCI is committed to the UCI Staff Engagement Survey as an ongoing opportunity for all staff to identify issues and help make positive changes at their workplace. UCI's senior leaders believe in the value of the survey and take the results very seriously.

### **Why should I participate?**

- Sharing your thoughts about your work via the survey will help drive real change. It is one of the best ways we have to voice our opinions with the goal of improving our own work lives, our affiliates, and UCI overall. The survey also is an investment in us as staff to ensure we have what we need to be successful.

### **Who is invited to take the survey?**

- All UCI staff are invited to take the survey; this includes the Campus and Health Affairs.
- On campus this includes all Career, PYC, Contract, Per Diem, and Limited Staff employees.
- Academic, casual restricted, students, and campus temporary employees will not be included in this year's survey.
- Please note that although Academic Supervisors are not eligible to take the survey this year, they are included in the structure for reporting purposes.

### **Is the survey voluntary?**

- Yes. Participating in the survey allows you to express your opinions and help make a difference in your workplace. We really hope you will complete it.

### **Why do some questions have specific wording?**

- Particular wording is used in several of the questions, such as "I have a *best* friend at work" and "At work, I have the opportunity to do what I do best *every day*." Research shows that this type of question language reveals qualities that differentiate teams on critical outcomes such as productivity, safety and retention.

### **Is there a limit for how much I can write in the open-ended question at the end of the survey?**

- Yes. There is a 200 word limit on the entry field.

### **Who is administering the UCI 2017 Staff Engagement Survey?**

- Gallup will conduct the survey for UCI. Most well-known for conducting polls, Gallup's principle business involves research-based consulting for workplace leadership, marketing, and customer practices. They've been around for more than 70 years and are known as a trusted and independent research organization.

## **Survey Confidentiality**

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### **Is this survey confidential?**

- Yes. Gallup administers UCI Staff Engagement Survey according to strict confidentiality policies. At no time does Gallup share data with UCI or any other client in a way that would directly connect you to your responses.

**Who will have access to my responses? Will my manager or someone from UCI see my answers?**

- No. All personal responses to this survey will be kept completely confidential. Gallup will collect, report, and analyze the data. At no point during this will anyone at UCI or an affiliate, including senior leaders and managers, be privy to the origins of specific feedback. All results will be reported at the team level.
- Managers will receive a scorecard in which all individual responses will be aggregated into group averages and percentages, as long as there are **four or more** responses to a given item. If there are fewer than four respondents that team's survey results will not be reported.
- The open-ended survey questions will require ten or more respondents for reporting. If the ten or more respondent threshold is not met, the responses will roll into the next level.
- During the survey administration period, staff can call the Gallup Client Support line (1-800-788-9987) if they have any questions regarding the confidentiality of the survey or their responses.

**What if my team contains fewer than four people? Will my manager be able to figure out how I responded to the survey?**

- No. Gallup experience has shown that when there are four respondents in a group, it is very difficult to figure out one person's answers. That's why they only report the results at the workgroup level if there are at least four people in the group. If there are not four, it is reported at the next higher level.