



Frequently Asked Questions (FAQs)

Important Dates

What are the important dates I should know about regarding the survey?

ITEM	DATE(S)
New Hire Deadline for Participation Persons hired after May 26 are not eligible to take this survey.	Friday, May 26, 2023
Database Freeze Date at UCI	Friday, May 26, 2023
Database Review Period by HR Community	Wednesday, May 31 – Friday, July 7, 2023
Final Database Review and Clean-Up Cycles by UCI and Gallup	Monday, July 10 – Wednesday, July 19, 2023
Survey Launch Date	Monday, August 14, 2023
Production Termination File Submitted	Thursday, August 31, 2023
Final Termination File Submitted	Friday, September 8, 2023
Survey End Date	Friday, September 8, 2023
Results Available (APPROXIMATE)	Monday, October 16, 2023

General Support

Survey Troubleshooting & Logistics

When and how do I take the survey?

- On Monday, August 14, you will receive an invitation from Gallup with a link to participate in the survey. The link will take you to the UCI login page where you will need to log in with your

UCInetID and password. [DUO MultiFactor Authentication](#) is required for login.

- The survey is accessible online 24 hours a day, seven days a week, from work or home, and you have until Friday, September 8 to complete the survey.
- The survey is available in both English and Spanish.

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 support@mail.gallup.com
- If you still cannot locate the invitation go to: <https://survey.gallup.com/uci2023q12> and log in with your UCInetID and password.
NOTE: Your UCInetID is your survey code.

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 support@mail.gallup.com or by calling 1-888-486-9104 for assistance. Support is available 24 hours a day, seven days a week.

What staff information does UCI send to Gallup?

- UCI sends Gallup the employee roster, also known as the Organizational Map. The Organizational Map defines all relationships within our organization that are vital to managing our business. The Organizational Map consists of several sections: employee list, manager list, reporting (roll-up) structure, and special team definitions. The Organizational Map is a critical foundational tool Gallup uses to:
 - Understand how our 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 UCI?

- All employees who separate from UCI between July 7 and August 31, 2021 will be removed from the survey on September 8, 2023. UCPATH data will be used to compile the termination list, so please ensure that termination information is promptly entered into UCPATH during this period.

What do I do about the inclusion of new employees?

- Employees hired into UCI after May 26, 2023 will be NOT be eligible to take 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 on any computer, tablet or smartphone with internet access.
- You will receive an email from Chancellor Gillman with information about the scheduled enterprise-wide Survey Break on Friday, August 18.

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

- It will take campus staff members about 10-15 minutes to complete the 30 question survey. It will take patient care staff members 15-20 minutes to complete the survey since they have are asked an additional 13 questions related to patient care and culture of safety.

Are there any incentives to participate?

- An Incentive Program has been created for departments who reach 100% survey participation. Details will be announced when available.

What is UCI's survey completion goal?

- This year UCI's combined, enterprise-wide goal is 75% participation. The enterprise is defined as campus, health sciences and UCI Health.

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 July 7, 2023. However, if your department or supervisor changes between prior to or during the survey administration period, 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 engagement planning sessions are not limited to your direct team; it is okay to hold interdepartmental engagement planning sessions.

Survey Overview

What is the UCI Staff Engagement Survey?

- It is a survey that provides a way for UCI to measure staff engagement. The results of the survey help us identify UCI's strengths and opportunities when it comes to staff engagement so that we may develop and execute ways to improve UCI as a workplace. It is one of the most important

means 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 and individual outcomes. 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 and UCI/UCI Health overall. The survey is also an investment in us as staff to ensure we have what we need to be successful.

Who is invited to take the survey?

- All Career, Partial Year Career, Contract, Per Diem, and Limited Staff employees are eligible to take the survey.
- 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, 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 take the survey.

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 1,000 character limit in the entry field.

Who is administering the UCI 2023 Staff Engagement Survey?

- Gallup will administer the survey for UCI. Most well-known for conducting polls, Gallup’s

principal 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

Is this survey confidential?

- Yes. Gallup administers the 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. Please be aware that answers to the verbatim question will be provided AS WRITTEN to any department with four or more responses. This means that if you include identifying information that ties a verbatim response back to you, then your chain of command will see the verbatim response exactly as you have written it. You are encouraged to write your verbatim response to eliminate identifying information.

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 the distribution or review of results will anyone at UCI or an affiliate, including senior leaders and managers, be privy to the origins of specific feedback (unless you have included identifying information in your verbatim response and your team has four or more verbatim responses total.) 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 be will not be reported.
- During the survey administration period, staff can call the Gallup Client Support line (1-888-486-9104) 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, confidentiality is maintained. That's why they only report the results at the workgroup/team level if there are at least four people who respond to any item. If there are not four, it is reported at the next higher level (roll-up).

Manager Questions

I want to verify that my reporting structure is correct. How do I find out who is assigned to me as a direct report for the survey?

The survey database was pulled from UCPATH on May 26, 2023, and was then reviewed and modified or approved by senior leaders in your department. Please check UCPATH to see who reports into you. If you have questions after visiting UCPATH, please contact your departmental HR professional or your [campus HRBP](#) or [UCI Health HRBP](#).

What if UCPATH is incorrect?

If you have checked UCPATH and you believe your direct reports list is incorrect, please contact your departmental HR professional or your [campus HRBP](#) or [UCI Health HRBP](#). They will be able to assist you with updating UCPATH.

If I find reporting issues, will the Staff Engagement Survey reporting structure database file be updated to reflect my corrections?

It is not possible to update the Staff Engagement Survey reporting structure database file once it has been submitted to Gallup by UCI HR as final. This normally happens on or before July 31 of the year of the survey. However, custom reports can be run within the Gallup Access application after the survey results have been released. To request assistance with a custom report, please contact your departmental HR professional or your [campus HRBP](#) or [UCI Health HRBP](#).