

Co-Worker Perception Surveys-Frequently Asked Questions (FAQ): FOR INTERNAL USE ONLY. NOT FOR DISTRIBUTION.

Survey Troubleshooting & Logistics

When and how do I take the survey?

- The first surveys will be released on December 5, 2022, and then throughout the following years based on the type of survey and eligible survey audience. On December 5, you may receive an invitation from Gallup with a website address link to participate in one of the three Co-worker Perception Surveys. The link will take you to the UCI login page where you will need to log in with your UCInetID and password. You will need to be enrolled in [the DUO MultiFactor Authentication](#) as well in order to login successfully and enter the survey.
- Experience Survey: The survey is accessible online 24 hours a day, seven days a week, from work or home and you have until December 19 to complete it.
- Onboarding and Exit Surveys: The surveys are accessible online 24 hours a day, seven days a week, from work or home. We encourage you to complete the surveys within two weeks, but they will remain open until you complete them.
- The surveys are available in both English and Spanish.

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

- If you are invited to take one of the three types of surveys, based on eligibility, your invitation may have been 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 one of the following links and login with your UCInetID and password. If you are not able to login using the link, you are likely not eligible for the survey at this time.
 - Experience Survey: <https://survey.gallup.com/UCIExperienceSurvey2022>
 - Onboarding Survey: <https://survey.gallup.com/UCIOnboardingSurvey>
 - Exit Survey: <https://survey.gallup.com/UCIExitSurvey>

Who can I contact if I have problems accessing the survey through the link on the invite or the direct link?

- 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 co-worker information does UCI/UCI Health 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, special team definitions, and a report list. 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

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

Perception surveys were created to be brief and easy to complete.

- **Onboarding surveys** have eight questions and will take co-workers about three minutes to complete.
- **Experience surveys** have five questions and will take co-workers about two minutes to complete.
- **Exit surveys** have 15 questions and will take co-workers about five minutes to complete.

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.

Are there any incentives to participate?

- Not at this time.

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 level 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 November 28, 2022.

What "organization" am I rating?

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

What are Co-worker Perception Surveys?

- Co-worker Perception Surveys consist of three distinct surveys that are designed to gather co-worker feedback at various stages of their employee lifecycle with UCI. The surveys are an important measure of current co-worker perceptions, and the results will be used to drive program improvements that directly benefit and affect our co-workers and workplace. The Perception Surveys include:
 - **Onboarding Surveys** focus on identifying how to best enhance the experience of new co-workers. These eight-question surveys are sent to co-workers once they reach 90 days of service. The survey should take about three minutes to complete.
 - **Experience Surveys** focus on uncovering trends and patterns to improve retention and enhance the overall employee experience. Administered twice per year in December and May, these five-question surveys are sent to a random sample of co-workers with six months or more of service. Co-workers will only receive one survey per year, and it should take about two minutes to complete.
 - **Exit Surveys** focus on the employment experience of co-workers exiting UCI and how to best improve the working environment for current and future employees. These 15 question surveys are administered to co-workers who have given their notice to leave UCI. This survey takes about five minutes to complete.

What is the difference between employee/co-worker experience and engagement? Why does it matter?

- **Employee/co-worker experience** constitutes the entire journey a co-worker takes with UCI.
- **Employee engagement** is an ongoing part of the employee/co-worker experience and describes the basic psychological needs that must be met to perform your work well (Gallup).
- We know through research conducted by Gallup that a positive employee/co-worker experience links directly to positive organizational and individual outcomes. When co-workers have a positive co-worker experience in the workplace, they demonstrate a greater sense of satisfaction, belonging, and purpose.

Why are the UCI/UCI Health Perception Surveys being conducted when we have the UCI Staff Engagement Survey?

- Both the perception and engagement surveys are part of our commitment to provide co-workers with opportunities to share feedback that will help identify issues and help make positive changes in the workplace.
- Perception Surveys, like the engagement survey, measure and track some similar items over time, but they are shorter than the engagement survey and sent out more frequently than the engagement survey. Perception Surveys seek to get pulse of the organization on a few specific topics whereas the engagement survey is more comprehensive and explores co-worker engagement from all angles.

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/UCI Health overall. The survey also is an investment in us as co-workers to ensure we have what we need to be successful.

Who is invited to take the survey?

- All UCI/UCI co-workers are invited to take the survey. This includes all Career, partial year, contract, per diem, and limited co-workers.
- 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.

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 Co-worker Perception Surveys?

- Gallup will administer the survey for UCI/UCI Health. Most well-known for conducting polls, Gallup's principal business involves research-based consulting for workplace leadership, marketing, and customer practices. With more than 70 years experience, Gallup is a globally trusted and independent research organization.

[Survey Confidentiality](#)

Is this survey confidential?

Experience and Onboarding Surveys

Yes. Gallup administers the experience and onboarding surveys according to strict confidentiality policies. At no time does Gallup share data with UCI/UCI Health or any other client in a way that would directly connect you to your responses. Answers provided by you and your co-workers will be aggregated and reported as a summary. You are encouraged to answer honestly.

There are two survey questions that enable you to share open-ended/verbatim feedback. Open-ended feedback is not shared in association with your name, but it will be shared exactly as written. For further confidentiality, we ask that you take care when writing your answers and consider what identifiable information you are comfortable sharing.

Exit Surveys

Exit survey are not confidential; results are directly associated with the person being surveyed. However, data provided by you and other exiting co-workers will be maintained by UCI Human Resources and aggregated and reported in summary form only.

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

Experience and Onboarding Surveys

- 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/UCI Health 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.
- 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. UCI Human Resources will maintain all data and share summaries and aggregate data as appropriate.

Exit Surveys

- Data provided by you and other exiting co-workers will be maintained by UCI Human Resources and aggregated and reported in summary form only. Personal results will not be shared with managers.

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.

[FAQs for Managers](#)

What do I do if a co-worker who was included in the roster for the onboarding or experience survey and later separates from UCI?

- Once the co-worker's termination date is processed in UC Path, they will receive an exit survey. This could mean that they complete two surveys because of the change in their employment status. We have no issue with this as we appreciate the feedback.

What do I do about the inclusion of new co-workers?

- New co-workers will receive an onboarding survey at 90 days of employment.

What if my employee doesn't have access UCI/UCI Health email?

- They can go to this link ([link to be added](#)) and log in with your UCINetID and password.

Should I give co-workers time to take survey during work hours?

- Yes. Completing the survey is very important and each co-worker should be given time to complete them. However, if they don't have a chance to complete the survey at work, they can take the survey at home on any computer, tablet or smartphone with internet access.