



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

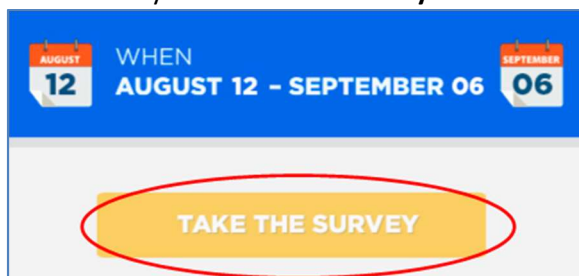
Survey Troubleshooting & Logistics

When and how do I take the survey?

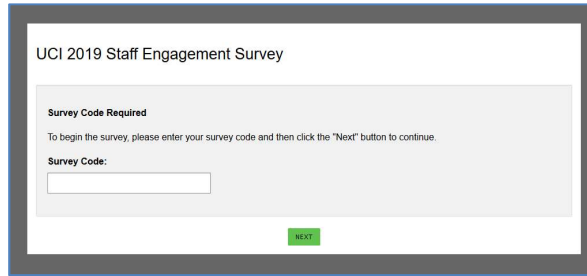
- On August 12, you will receive an invitation from Gallup with a website address link to participate in the survey. The link will take you directly to the survey.
- The survey is accessible online 24 hours a day, seven days a week, from work or home and you have until September 6 to complete it.
- The 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 support@mail.gallup.com
- If you still cannot locate the invitation, you can complete the survey through the link on the [UCI Staff Engagement Survey website](#) (see steps listed below). You will need your UCInetID to access the survey.
 1. Visit the [UCI Staff Engagement Survey website](#)
 - a. Click on the yellow **Take the Survey** button

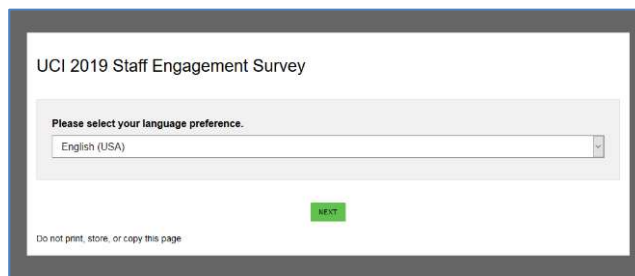


- b. In the next screen, select from the language dropdown menu and click on the green **Next** button.



The screenshot shows the 'Survey Code Required' screen of the UCI 2019 Staff Engagement Survey. The title is 'UCI 2019 Staff Engagement Survey'. Below the title, there is a section titled 'Survey Code Required' with the instruction: 'To begin the survey, please enter your survey code and then click the "Next" button to continue.' There is a text input field labeled 'Survey Code:' and a green 'NEXT' button at the bottom center.

- c. In the next screen, enter your UCInetID in the **Survey Code** field, then click the green **Next** button. This will drop you into the survey.



The screenshot shows the language selection screen of the UCI 2019 Staff Engagement Survey. The title is 'UCI 2019 Staff Engagement Survey'. Below the title, there is a section titled 'Please select your language preference.' with a dropdown menu currently set to 'English (USA)'. There is a green 'NEXT' button at the bottom center. At the very bottom, there is a small note: 'Do not print, store, or copy this page.'

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, every day of the 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 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 UCI?

- If employees separated from your department/unit after the employee roster was submitted (July 10, 2019) you can notify HR to ensure these individuals are included in the termination lists submitted to Gallup at midpoint and close of the survey for removal.
- 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?

- Employees hired into UCI after July 10, 2019 will be able to take the survey during the second half of the survey administration period as long as the new employee works for a supervisor or manager who is already loaded into the Gallup survey database. Any new employee who works for a new supervisor or manager, where the supervisor or manager started after July 10, 2019, will not be able to take the survey since new supervisors and managers cannot be loaded into the Gallup survey database due to issues relating to UCI's organizational mapping and reporting structure.

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 a computer or mobile device if you have Internet access.
- You will receive an email from Chancellor Gillman with information about the scheduled enterprise-wide 15-minute Survey Break on Friday, August 16 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, 3-Diversity and Inclusion questions, 3 Accountability questions, and one open-ended question.

Are there any incentives to participate?

- An Incentive Program has been created for staff who participate in the survey. Details will be announced the week of August 12.

What is UCI's survey completion goal?

- This year UCI's enterprise-wide (across UCI Campus and UCI Health, which includes health sciences and medical center) goal is 80% participation.

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 10, 2019. 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 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 brief 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, 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 campus and UCI Health.
- 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, 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 2019 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 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, it is very difficult to figure out one person's answers. 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).