

## **FREQUENTLY ASKED QUESTIONS (FAQ):**

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### **SURVEY TROUBLESHOOTING & LOGISTICS**

#### **1. How do I take the survey?**

- If you are eligible, you will receive an email with an invitation from Gallup to participate in one of the three surveys. The email from Gallup will include a link that 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. Note: exit surveys will be sent to personal email addresses, whereas onboarding and experience surveys are sent to co-workers UCI email address.
- Experience Survey: The survey is accessible online 24 hours a day, seven days a week, from work or home during the posted survey dates.
- 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.

#### **2. 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](mailto:support@mail.gallup.com)
- If you still cannot locate the invitation, go to one of the following links to login. You will be asked to provide a survey code, which is your UCINetID. If you are not able to login using the link, you are not eligible for the survey at this time.
  - Experience Survey: <https://survey.gallup.com/experiencesurveyspring2024>
  - Onboarding Survey: <https://survey.gallup.com/UCIOnboardingSurvey>
  - Exit Survey: <https://survey.gallup.com/UCIExitSurvey>

**3. 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](mailto:support@mail.gallup.com) or by calling 1-888-486- 9104 for assistance. Support is available 24 hours a day, seven days a week.

**4. 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

**5. 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 six 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.

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

- Yes. Completing the surveys are very important and co-workers 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.

**7. Are there any incentives to participate?**

- Not at this time.

**8. What “organization” am I rating?**

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

## SURVEY OVERVIEW

### 9. 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 once a quarter, these six-question surveys are sent to a random sample of co-workers with six months or more of service. Co-workers should 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.

### 10. 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.

### 11. 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.

## 12. 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.

## 13. Who is invited to take the surveys?

- All represented and policy covered career, partial year career, and contract, co-workers are eligible.
- Academic, casual restricted, students, and campus temporary employees will not be included in this year's surveys.

## 14. Are the surveys voluntary?

- Yes. Participating in one of the surveys allows you to express your opinions and help make a difference in your workplace. We really hope you will take the survey.

## 15. 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.

## 16. 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

### 17. Is this survey confidential?

- **Experience Surveys**  
Yes. Gallup administers the experience 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.
- **Exit and Onboarding Surveys**  
Exit and onboarding surveys 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.

## FAQS FOR MANAGERS

### 18. 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.

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

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

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

- They can go to the appropriate link below and access the survey from anywhere so long as they have their UCINetID.
  - Experience Survey: <https://survey.gallup.com/experiencesurveyspring2024>
  - Onboarding Survey: <https://survey.gallup.com/UCIOnboardingSurvey>
  - Exit Survey: <https://survey.gallup.com/UCIExitSurvey>

**21. 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.