



2017 STAFF ENGAGEMENT **SURVEY**

FREQUENTLY ASKED QUESTIONS (FAQs)

Survey Results

STAFF & GENERAL FAQ'S

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 process will anyone at UCI or an affiliate, including senior leaders and managers, have access 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:
 - There is a minimum requirement of four or more responses to a given item to receive the item level mean score. If there are fewer than four respondents that team's survey results will not be reported.
 - There is a minimum requirement of ten or more responses to a given item to receive the item level percent distribution (%1 - %5). If less than ten, only mean scores will 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.

How will results be distributed to the organization?

- The results will be delivered in a cascade from senior leadership down to the front line staff:
 - Senior leadership will receive results in executive briefings/summaries throughout the months of October and November
 - Managers will receive access to data and results in November
 - Staff will receive their team engagement results from their leader beginning in November. Organization results will be presented at staff Town Halls in November and December.

How will leaders use or respond to the survey results and comments?

- Managers will be meeting with their teams to share and discuss the survey results. The leader and the team are being asked to identify one main thing they want to work on jointly during the coming year.

Who / what departments will receive actual results?

- Every leader who had four or more staff complete the survey will have a separate team report. If there are fewer than four respondents for a manager or supervisor, that team will not receive a separate report. That team's responses will then be included in the next higher leadership level report.



2017 STAFF ENGAGEMENT **SURVEY**

FREQUENTLY ASKED QUESTIONS (FAQs)

MANAGER / LEADER FAQ'S

How can I access my 2017 UCI Staff Engagement Survey results?

- If you already have a Gallup Online account, you can access it using the following steps:
 1. From an Internet browser, go to www.galluponline.com
 2. On the login page, type your User ID in the User ID field. Your User ID is your UCI email address
 3. Type your password in the Password field
- If you do not know your password or have never created a password on Gallup Online, use the following steps to access your account:
 1. From an Internet browser, go to www.galluponline.com
 2. Select the 'Need help with your user ID or password?' link. Gallup Online will prompt you to enter your email address and complete next steps before you can log on to the website
 3. You can return to the Gallup Online site anytime using the login instructions above

How will the data from previous years (past data; applies to medical center and health sciences only) be reported? Will we see our team's trended data?

- The trended (past) data will be available for applicable workgroups (teams).
- Gallup requires 50% or more of the same staff population from previous administrations for teams to receive past data.

Gallup Online does not show a report for me, why?

- You must have four or more direct reports complete the survey in order to have a report generated for your team.
- The reporting structure used was as of June 19, 2017. If you are a new leader, see FAQ under "Access".

I have two reports available. One says "ROLLUP" and the other "DIRECT." What is the difference?

What is a Direct Report?

- A Direct Report is an aggregate (group) of those employees who report directly to that manager; the manager's team of employees reporting directly to him or her.
- Only managers with a minimum of four respondents will get a direct report scorecard.

What is a Rollup Report?

- A Rollup Report is an aggregate (group) of employees who report directly to that manager, PLUS all of their direct reports all the way down to the front line employee. This is going to include the entire line of site for the manager of managers.



2017 STAFF ENGAGEMENT **SURVEY**

FREQUENTLY ASKED QUESTIONS (FAQs)

What are the expectations for managers following the survey?

- Managers are crucial to employee engagement and the UCI experience. By discussing the survey results with their teams and working with them to facilitate and implement the engagement planning process, they can effect positive change.
- Managers are strongly encouraged to attend the manager (leader) training sessions, meet with their teams to develop an engagement plan, implement their plan, and make progress throughout the year.

Access to Reports:

I am a new leader. How do I gain access to the Gallup Engagement Reports?

- Contact your locations Gallup Engagement Survey project leader:
 - UCI Campus: Cecilia Preciado, preciadc@uci.edu and Desiree Fleming, dflemin@uci.edu
 - Health Sciences: Gretheel Olvera, olverag@uci.edu
 - Medical Center: Katie Stenton, kstenton@uci.edu

I recently took over another unit/department that is now reporting to me. How do I gain access to access to the Gallup Engagement Reports?

- Contact your locations Gallup Engagement Survey project leader:
 - UCI Campus: Cecilia Preciado, preciadc@uci.edu and Desiree Fleming, dflemin@uci.edu
 - Health Sciences: Gretheel Olvera, olverag@uci.edu
 - Medical Center: Katie Stenton, kstenton@uci.edu