

# University of Minnesota Employee Engagement Survey

## Frequently Asked Questions for Employees

**Q: Why is this survey being conducted?**

A: Employee engagement helps the University of Minnesota to fulfill its research and teaching mission by creating a workplace in which people thrive. Engagement helps us retain and attract talented faculty and staff and elevates the reputation of the University. Research shows higher levels of employee engagement leads to increased organization success.

**Q: When will the survey launch?**

A: The survey will be open from October 14 to November 1 of 2013.

**Q: Who should take the survey?**

A: Benefits-eligible faculty and staff, including professionals in training, of the University of Minnesota will receive a survey. Independent contractors, undergraduate student employees, graduate student employees, and temporary casual employees, will not receive a survey.

**Q: How is the survey being administered?**

A: To make sure participation is confidential and as easy as possible for all staff, the survey will be administered online through an external vendor, the Hay Group.

**Q: How are my answers going to be kept confidential?**

A: To ensure that employees provide honest feedback, the survey is designed to be confidential. The University has an external vendor, the Hay Group. Hay Group will be the sole recipient of surveys completed online and it maintains a confidentiality policy that prohibits any person at the University from viewing the survey responses of individual employees.

**Q: Will the survey be available in a paper format?**

A: The survey will be available online only. Paper surveys would greatly increase the time and cost to process results and produce reports. This will require some units to arrange time for employees who do not regularly use a computer on the job to have access to their U of M email and a web browser so employees can complete the survey during work hours. The survey will take approximately 15 minutes to complete online.

**Q: Can I take the survey on my smart phone?**

A: The survey will be compatible with iPhone® and Android® phones.

**Q: Do I have to participate?**

A: Survey participation is voluntary, but all employees are strongly encouraged to complete a survey and let their voice be heard in the process. A high participation rate will ensure that the survey results accurately reflect the opinions of all employees.

**Q: Will individual faculty and staff get to see the results?**

A: Results will be shared with leaders in starting in January of 2014. After receiving them, leaders are expected to share the results with their teams or departments as they begin to create action plans.

**Q: What about people with dual or multiple appointments?**

A: People with multiple appointments will complete one survey based on their experience in their primary appointment. Language will be included in the survey to clarify this.

**Q: Does this survey replace The Pulse survey?**

A: Yes. The Employee Engagement (E<sup>2</sup>) survey will be different from The Pulse survey in two key ways. It will measure employee engagement, whereas the Pulse survey focused on job satisfaction. Most importantly, E<sup>2</sup> results will be shared quickly and University leaders will receive support to develop local action plans to guide efforts over the following six to nine months. E<sup>2</sup> will ask questions that can be linked to an action that a leader can take to change the workplace environment in a positive way in a short period of time.

**Q: Does it matter if I fill out the survey?**

A: Yes! It's important that faculty and staff voice their opinion about their day-to-day experience in their local workplace. A high response rate will ensure accurate results and will better inform decisions and actions taken by leaders and leadership groups. Your response will make a difference and improve the quality of our information and help us make better action plans for 2014.

**Q: Who designed the survey?**

A: The University of Minnesota developed the survey in collaboration with faculty and administrators across the University and with an external vendor. The final survey items reflect a blend of internal and external research on key drivers of engagement and important factors unique to the University of Minnesota.

**Q: What will happen with the survey results?**

A: All surveys are gathered by the external vendor. All identifying information, such as employee names, will be removed and responses will be grouped by department. If there are fewer than 10 responses for a department, the results will be grouped with results from the next level above in the campus, college or unit hierarchy.

Each survey link is unique so the Hay Group can provide data analysis to the University. This includes analyzing the data to determine what percentage of each department responded, results for faculty versus staff, length of employment with the University and other employment data.

**Q: What is the Hay Group?**

A: Hay Group is a global consulting firm that was chosen by the University of Minnesota to administer

the Employee Engagement (E<sup>2</sup>) survey in 2013. Hay Group works with over clients worldwide in the public, private, and not-for-profit sectors.

**Q: How long will it take to fill out the survey?**

A: The survey should take 15 minutes or less to complete.

**Q: Can this survey be completed from home?**

A: The survey should be completed during the workday. For faculty and staff who work remotely, it can be completed from any computer as long as the employee uses the individual link included in the email from the external vendor the Hay Group.

**Q: If I lose or delete the email from Hay Group by accident, can a coworker send me their link?**

A: No. The link sent by the Hay Group is unique to each employee and can only be used once. If you delete the survey email, contact the Hay Group at [UofMNSurvey.US@haygroup.com](mailto:UofMNSurvey.US@haygroup.com) and request a new link.

Each survey link is unique so the Hay Group can provide aggregated data to the University, including what percentage of each department responded and analyze the results for faculty or staff, length of employment with the University and other employment data.

**Q: What do I do if I have trouble accessing the survey?**

A: Contact the Hay Group, the external vendor at [UofMNSurvey.US@haygroup.com](mailto:UofMNSurvey.US@haygroup.com), to request a new survey link is sent via email or for other survey issues.