

Engagement Survey FAQ

- **What is this?**
 - The UNCG Employee Engagement Survey is an annual survey on workplace satisfaction that will take place each year for the next five years.
 - The survey is being administered through an outside vendor (ModernThink).
- **Why are we doing this?**
 - The University is trying to measure workplace engagement. Studies have shown that the more engaged an employee is at their workplace, the happier the employee is and the more productive the work unit is.
 - The University does not have a lot of useful information system-wide about how faculty and staff feel about their workplace. This survey will help the University identify areas of strength at each institution and areas that need improvement.
 - Some divisions and departments have done similar surveys in the past, but this is system-wide so that we will have common data for the entire university.
- **Who is participating in this?**
 - The survey is being sent to all permanent full-time (75% time or more) faculty and staff employed as of December 2017.
 - We are aiming for at least 80% participation campus-wide, but would like to see the number much higher than that.
- **When is this happening and how long will it take?**
 - The survey will launch on Monday, January 29 and run two weeks through Friday, February 12.
 - You will receive an email invitation directly from ModernThink that has a unique login and password for you. Do not share your login information with other people.
 - The survey takes about 20 minutes to complete.
 - Faculty and staff can take the survey either on work time or off work time using a desktop computer, laptop or mobile device. Time at computer labs have also been reserved.
- **What's in the survey?**
 - **Work Environment Questions:** These relate to key dimensions of employee engagement, including job satisfaction, institutional pride, communication, and fairness. Examples: "My job makes good use of my skills and abilities," "People in my department work well together," and "I understand how my job contributes to this institution's mission."
 - **Benefits Questions:** These relate to satisfaction with a variety of benefits programs provided by the State/University.
 - **Open-Ended Questions:** There are two open-ended questions for employees to write in responses.

- **Demographics Questions:** These are for reporting purposes, such as race, gender, years of service, salary range, organizational unit, etc.
- **What about confidentiality?**
 - Direct supervisors and university leadership will not have access to individual responses. Only the administrator of the survey (ModernThink) will have direct access to individual responses, and the data are stored on ModernThink's servers, not the University's. The University will receive a variety of summary reports.
 - Reporting will be available only if there are at least five responses in a defined demographic group. For example, for a report specifically on African-American female faculty, we would receive the report only if at least five respondents completed the survey that fit that full demographic profile (i.e., African-American, female, and faculty).
 - However, the narrative comments you submit in the two open-ended questions will be shared with management. Consider how you phrase your responses so that your remarks are not too identifiable.
 - ModernThink provides a **helpline** (888.684.4658) for participants to call if they have questions about confidentiality, and there is a [confidentiality statement](#) online that you can review.
- **Do I have to participate?**
 - Participation is voluntary, but this is a great chance for faculty and staff to be heard.
 - It is important that the University hears from as many faculty and staff as we can in order to get the most complete feedback.
- **Will this fix things here?**
 - In most cases, any progress that comes from this program will be incremental and will not occur all at once, or may not be visible to all employees as it happens. This means that it may take time to address certain issues or take time for faculty and staff to see the positive effects of any actions taken.
 - Some faculty and staff concerns (e.g., better salaries/raises, better benefits, etc.) may be outside the control of your direct supervisor or the University.
 - Some suggestions from faculty and staff for certain changes may be cost prohibitive or may require legislative action by the NC General Assembly.
 - However, having data that identify these concerns and suggestions puts the University in a better position to prioritize ways to address them and to bring these issues to those who have the authority to make any necessary changes.
- **Where can I get more information?**
 - ModernThink provides a **helpline** (888.684.4658) for participants to call if they have questions about confidentiality, and there is a [confidentiality statement](#) online that you can review.