

Engagement Survey Frequently Asked Questions

Q. Why are we doing this survey?

A. The purpose of this university-wide employee engagement survey is to gather insights into Harvard's collective engagement and learn more about how to improve the workplace.

Q. Are my survey responses anonymous?

A. Yes, all survey responses are anonymous. We are using a third-party firm, BlessingWhite, to manage this survey. Information related to where you work and your role in the organization (e.g., department, function, location, job level, tenure, etc.) has been provided to allow BlessingWhite to identify which groups you belong to for summary reporting purposes only. Any individually identifying information will *not* be shared by BlessingWhite at any time with anyone within our organization. Results are reported in summary form only and are never reported when there are fewer than 6 respondents in a group. Your responses will always contribute to the overall university results, and may be combined with responses from other groups.

Q. Will my manager or others see my answers?

A. At no time will anyone be given information to link individuals to survey responses. Your manager and others within our organization may receive reports containing results of the survey in aggregate form (6 or more responses combined).

Q. What will the organization do with the survey results?

A. After the survey is closed, BlessingWhite will present insights and recommendations to university leaders and managers to assist us in creating actionable plans for increasing our engagement.

Q. Do all employees participate in the survey?

A. All non-temporary administrative professional, clerical/technical, and service and trades staff hired by September 30th will be surveyed. Every employee is encouraged to participate in the survey. We hope for complete participation across the university.

Q. Do I have to complete the survey?

A. Your participation in the survey is highly encouraged. Your feedback will help our organization to take actions that will create a higher performing organization and better place to work.

Q. Are there different questions for different employees?

A. No, all employees will receive the same questions.

Q. If I have recently transferred departments or managers, do I answer the questions based upon the former or current department or manager?

A. Please answer all questions based upon your most current department or manager.

Q. How long will the survey take to complete?

A. 10 - 15 minutes.

Q. When will the survey take place?

A. The survey will be open October 21-November 4, 2015.

Q. What if I don't complete the survey in the specified timeframe?

A. No extensions to the survey will be granted. You must complete the survey by midnight (ET) on November 4th.

Q. Can I start and stop the survey and save my progress?

A. Yes. If for any reason you cannot complete the survey once you have started it, finish answering the items on the page you are currently on and continue to the next page to save your progress. You can come back on any device and complete your survey at a later time, as long as it is before the survey close date. To do so, click on the link you received in your email.

Q. Can I take the survey on a different computer from the one I typically use?

A. The survey can be completed on any computer or mobile device that has access to the internet.

Q. Can I take the survey on any internet browser?

A. Yes, the survey works on all internet browsers.

Q. Who picked the survey questions?

A. The survey contains core items that BlessingWhite uses in every survey, which allows us to benchmark our organization's results against those from other employers. In addition, a university-wide committee was formed to finalize survey questions and include a small set of custom questions of particular interest at the university.

Q. Who can I go to if I have additional questions about the survey?

A. Your manager or your HR partner will be able to answer questions for you regarding the survey. If you have any additional questions or concerns please e-mail engagement@harvard.edu.

Q. What will leaders do after the survey?

A. In the new year, BlessingWhite will present insights and recommendations to university leaders and managers to assist us in creating actionable plans for increasing our engagement. Throughout the year, we'll use the data gathered to generate dialogue and develop action plans.

Q. Is the survey an assessment of my manager?

A. No. The survey is designed as a data-gathering tool – not an appraisal. Yes, there are questions about your manager. However these are part of a broader set of questions that also explore how people feel about their work, their work environment, senior leaders, and our organization as a whole.

Q. When the survey asks me to comment on my manager or senior leaders, who is it referring to?

A. Terms will be defined in the survey as follows:

- Organization - refers to your local school or central administration unit (i.e., HBS, HUIT, etc.).
- My manager - refers to the person who directly supervises you.
- Senior leaders – if you are in a school, refers to the Dean, Academic Deans, Administrative/Executive Dean and his/her direct reports. If you are in central administration, refers to the Vice Presidents, Executive Directors and his/her direct reports.

Q. Who will receive a report with survey insights?

A. Managers who have 6 or more direct reports are eligible to receive results. If fewer than 6 direct reports complete a survey, however, a manager will *not* receive a report. Managers do not receive written comments. Senior leaders will also receive summary reports.