

Employee Engagement Survey 2016 Frequently Asked Questions

Please find below some questions we felt you might want the answers to. If you have any more questions please do [get in touch with the team](#) and we can add them to this page.

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Survey Essentials

When will the survey run?

The survey runs 1-22 November.

Does everyone receive a survey link?

All staff who work for Newcastle University will receive an email from ORC with a link to the survey providing they were employed prior to 20 October 2016 and are employed directly by the University with a standard contract of employment. This includes part-time staff regardless of the number of hours worked. If you started working for the University after this date, we will not be sending you a survey but will include you in the next one. Any staff who are on maternity/paternity/adoption or sick leave will receive a letter with instructions on how to complete the survey.

What happens if I'm on maternity/paternity/sick leave?

Should you be on long term leave during the survey period, we will contact you by letter with details of how you can complete the survey.

Can I share my survey link with colleagues?

Each survey link is unique to you so that ORC can send reminders to those who haven't responded to the survey. Therefore, please don't share your link with other colleagues as you will then not be able to provide your own response. You do not need to complete the survey in a single session; you will be able to start the survey and return to it at a later date through the link you're sent.

How long will it take me to complete the survey?

We anticipate it will take 10-15 minutes to complete the survey, but it depends on how much you have to say. The majority of questions are single response but there are two free text questions at the end of the survey. As the survey link is unique to you, you do not need to complete the survey in a single session; you will be able to start the survey and return to it at a later date through the link you're sent.

Why do I need to provide answers to demographics?

We will use your responses to the demographic questions to help us identify trends in the data. For example, identifying whether males with care-giving responsibilities feel more stressed at work than women. Analysing the data in this way can help Newcastle University better identify where to allocate resources or make improvements. Your individual responses will never be made available for analysis. Only aggregate data is provided to the University and only if there are a minimum of ten responses and no single individual can be identified.

Survey Development

Who are ORC?

ORC are employee engagement experts with extensive experience of conducting employee surveys. In the UK, they are the leading provider of employee research services within the Public and Private sector. They have valuable insight and knowledge in understanding employee engagement in the university context and the challenges facing the HE sector.

Why did we select ORC?

ORC were chosen as the service provider due to their expertise in employee engagement, with a clear focus employee engagement rather than just employee satisfaction and opinion. Their visual reporting style, fast turnaround of data, and ability to benchmark with other Russell Group institutions was also advantageous.

How have the questions been decided?

The questions have been finalised in consultation with ORC, senior managers, and a group of representatives from across the university – including academic and professional services staff.

Why have the questions been changed?

The 2016 survey focuses on questions we can use to measure engagement and to inform action plans. Feedback from the previous survey was that it was too long so we've reduced the questions down to 60 (previously 120).

What do we mean by 'employee engagement' and why are we measuring it?

Employee engagement is gaining an understanding of how empowered and motivated our employees are; how connected they feel to Newcastle University and in helping to achieve its goals so that the University can prioritise its resources. Employees who are actively engaged with their organisation are more likely to have reduced sickness absence, increased productivity, and are better able to make positive and innovative contributions in times of change.

Data Protection

Is the Survey anonymous?

Our survey provider, ORC are undertaking the survey in line with the Data Protection Act, Market Research Society Code of Conduct and Fair Data mark, which means they will only provide aggregate data back to the University. They will never provide any analysis of a group of less than ten people (or less than 30 for free text comments) or that allows individuals to be identified. The results and reports are completely anonymous.

Can my line manager see my responses?

No one at the University will see individual responses. We have contracted ORC to conduct the survey in order to maintain anonymity of responses. Therefore all survey links will be distributed by ORC and all responses go direct to ORC for analysis. Your line manager and the University will receive summary reports and anonymised free text comments. ORC will never provide any analysis of a group of less than ten people or that allows individuals to be identified. For free text comments, the reporting threshold is a minimum of 30 responses, so your manager will not see these responses unless at least 30 people from your team/area submit a free text comment. The results and reports are completely anonymous.

Who has access to the data?

Only ORC has access to the full data set. ORC is conducting the survey on behalf of the University. In line with the Data Protection Act, Market Research Society Code of Conduct and Fair Data mark, ORC will provide summary reports and anonymised free text comments but only for groups of more than ten people and that doesn't allow individuals to be identified.

Results

When will I see the results?

We will be sending School/Unit reports to Heads of Unit after the 13 December. We will communicate the overall survey results to everyone in January and will be providing updates on what has happened as a result of your feedback throughout 2016-17.

Will the results really lead to action?

We appreciate we've not done enough in the past and there is a commitment to use the results to take action, both locally and in University level actions. We will be creating action plans to follow up on issues you identify in the survey and will report back to you on what we're doing to improve the University.

Can we still benchmark against previous years with the change in survey provider and questions?

Absolutely. There are differences in the response scales (4 point in 2013, 5 point in 2016), so it will be difficult to do in-depth statistical analysis of the 2016 results against the 2013 survey, but we will be able to make headline comparisons where we have similar questions and we will be able to make direct comparisons in future. We will also be able to benchmark our results against other HEIs, the majority of them Russell Group.