



# Frequently Asked Questions

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## **Who is being surveyed?**

This survey is open to all full-time and part-time staff employees hired on or before July 1, 2017. It is not open to temporary employees. Staff employees on leave may take the survey if they wish.

## **When is the survey?**

The survey is open September 26, 2017 through October 10, 2017.

## **Can I take the survey during work time?**

Yes. It can be taken during work hours or at another time, 24/7 during the two-week survey window.

## **How do I take the survey?**

On Tuesday, September 26, eligible Indiana University staff employees university-wide will receive an official email invitation from The Gallup Organization (Gallup) to his or her IU email account. The email will contain a secure hyperlink and a unique access code granting access to the online survey. Click the link and enter your unique access code to take the online survey. No additional information (date of birth, social security number, etc.) will be asked for in this email or during the survey.

## **Can I take the survey on a mobile device?**

Yes. The survey is available on most mobile devices.

## **How long will the survey take to complete?**

The online survey should take about 10 minutes to complete. If you are interrupted, the survey can be saved and resumed later.

## **Can I take the survey more than once?**

No. You will only be able to complete the survey using your unique access code once.

## **Is the survey mandatory?**

Participation in the survey is not mandatory, but highly recommended in order to allow staff employees the ability to be part of changes that directly affect their work life. The more responses we receive, the more information we have to guide meaningful change.

## **Why are we taking this survey?**

IU is committed to creating an environment in which employees feel engaged in their work and valued by our university. The results from this survey will help IU understand the needs of its employees, what IU is doing well, and where there are opportunities to improve the environment at IU.

Taking this survey will allow you to share anonymous feedback about your work experience at IU: whether you feel valued, if you feel your contributions matter, and the level of pride in your work. The results will then be interpreted by leaders and staff to create action plans to address opportunities to enhance what works well and address opportunities to improve.

## **How do I know the survey is anonymous and confidential?**

- All data collected is stored by Gallup and is kept strictly confidential.
- Individual responses remain anonymous and will NOT be shared with IU or its leadership.
- All responses are aggregated into a larger business unit/work group consisting of no fewer than five employees to ensure responses cannot be traced back to the individual.
- Gallup creates and issues personal access codes to each employee; Indiana University will not be given these codes.
- The email invitation from Gallup will NOT ask for any personal information (date of birth, social security number, etc.).
- IU Central Authentication Service (CAS) will not be required to access the survey.

**Why partner with Gallup?**

IU has chosen to partner with an industry leader in employee engagement surveys, Gallup, to administer an anonymous, confidential survey of IU staff employees. Gallup will serve as an impartial third-party in the process and provide meaningful tools to help teams act upon their results. Partnering with a large survey organization allows us to benchmark our results alongside other universities.

**What does “employee engagement” mean?**

An “engaged” employee is someone who is involved in and enthusiastic about his or her work. An employee engagement survey measures the extent to which the conditions that lead to engagement for each employee are being met.

**Is this an opinion or satisfaction survey?**

An engagement survey is not the same as an opinion or satisfaction survey. An engagement survey features specially developed questions that measures the extent to which the conditions that lead to engagement for each employee are being met.

**Are faculty employees included?**

Faculty employees are not included in this survey at this time. Faculty employees utilize their own survey methods.

**What if I do not have access to email or I did not receive an email invitation?**

For those without email access or if you did not receive an email invitation, the survey will also be available via a link at the IU Human Resources (HR) website: [hr.iu.edu/myvoice](http://hr.iu.edu/myvoice). To ensure confidentiality, you must contact Gallup via phone at 1-800-788-9987 to receive a unique code to access the survey. To confirm your identity, you must provide Gallup with your employee ID number and your email address.

**I need help or require assistance. Who should I contact?**

- For problems completing the survey, contact Gallup at 1-800-788-9987 or [q12help@gallupmail.com](mailto:q12help@gallupmail.com).
- For questions about the survey, you can speak to your local HR representative or Organizational Development colleague.
- For additional assistance or accommodations required to complete the survey, contact IUHR at 812-856-1234.

**Why are you asking me these questions?**

The survey features 22 questions specifically created to help measure your engagement and perception of IU’s culture. Answers to these questions reveal how employees feel about an organization and whether employees are supported and able to thrive in their work.

**What happens if my work unit scores poorly?**

The survey and results are not punitive. They are intended to provide a benchmark measure of employee engagement. The survey provides a starting point from which all workgroups can improve.

**What if I change jobs?**

Your responses are rolled into the unit you belonged to as of August 28, 2017. They will not move with you.

**What is IU doing with these results?**

The survey results belong to everybody and will be used by leaders and staff to enhance employee engagement at IU. HR colleagues, Survey Champions, and Organizational Development teams – all specially trained by Gallup to guide the interpretation and utilization of survey data – will assist teams in determining what the results mean, what actions may lead to meaningful change, and putting plans into action. Changes at the work unit level can be led by staff at that level – reinforcing positive aspects of the culture and directly addressing any issues uncovered by the survey.

**When will we see results of the survey?**

High-level results of the survey will be shared with IU executives and HR leaders by the end of 2017. Organization-level results and opportunities to improve will be discussed by IU leadership and shared after that. Survey Champions, HR colleagues, and Organizational Development teams will then help share data with leadership and staff employees in 2018 to aid action planning to address any opportunities.

**For more information about the survey, visit [hr.iu.edu/myvoice](http://hr.iu.edu/myvoice)**