

## **ESU Employee Engagement Q12 Survey FAQ**

### ***Why should I participate in the Engagement Survey?***

Sharing your thoughts about your work at Emporia State University helps drive real change. It is one of the best ways to voice opinions confidentially with the goal of improving the work lives of all employees and ESU overall.

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

### ***Who is invited to this survey?***

All ESU faculty, staff, and graduate assistants.

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

There are 12 questions that should take 5 to 10 minutes to complete the survey.

### ***What division should I select when taking the survey?***

Your division is listed on the individual email you received that contains the survey link and the link for this FAQ document.

### ***Who is administering the 2024 employee engagement survey?***

Gallup, Inc. will conduct the survey for ESU. They've been around for more than 70 years and are known around the world as a trusted and independent research organization focused on research-based consulting for workplace leadership, marketing, and customer practices.

### ***Is “satisfaction” the same as “engagement”?***

No, satisfaction and engagement are not the same. Satisfaction typically refers to a feeling of contentment or fulfillment. Engagement encompasses a broader spectrum of factors, including loyalty, and provides insights directly linked to business outcomes like retention, safety, and productivity. Simply put, a satisfied employee doesn't always translate to an engaged one.

### ***How do you define an “engaged employee”?***

Engaged employees are involved in and enthusiastic about their work. They are fully committed to their role and are thrilled at the challenge of their work every day. Their work role uses their talents, they know the scope of their job, and they are more likely to look for new and different ways of achieving outcomes in their role.

### ***Is the survey anonymous?***

Yes. The reports contain engagement results for the divisions only. To protect each person's confidentiality, Gallup does not generate reports for divisions that did not have enough people answer the survey items.

### ***When and how do I take the survey?***

On April 22nd, you will receive an individual personalized a unique survey link to participate in the survey. The survey is accessible online 24/7 until it closes and is also mobile compatible. You have until May 3, 2024, to complete it.

***Will I be given time to take the survey during work hours?***

Yes. Completing the survey is very important and may be completed during your normal working hours.

***How should I interpret the items?***

Interpret each item based off what it means to you. What the item means to you depends on your role at ESU and what is important to you.

***Whom or what am I rating when I answer the overall satisfaction item? Am I rating my immediate supervisor, my department manager, my organization, etc.?***

Think about your workplace environment at ESU, which is made up of many things. The greatest concern is whether your workplace needs are being met.

***What am I supposed to rate with this survey?***

Rate your current work environment at ESU. Whether you have been in your current role for two months or 10 years, you should rate your current work environment.

***What if I changed jobs during the past year? Which job should I reference when I take the survey?***

Your answers should reflect your current position at ESU at the time of the survey.

***Who will have access to my responses?***

All personal responses to this survey will be kept completely anonymous. Gallup will collect, report, and analyze the data. At no point will anyone at ESU, including senior leaders and managers, be privy to the origins of specific feedback. All results will be grouped at the division level.

All individual responses will be aggregated into group averages and percentages, as long as there are four or more responses to a given item. Leaders will see the average score of each question, not individual scores. If there are fewer than four respondents, that division's survey results will not be reported, it will roll into the next higher level/team with five or more responses.

***What happens after the survey?***

Results of the survey will be shared with ESU executives and HR. Human Resources will share data with leadership and staff employees shortly afterward to develop action plans for each division.

***Will the organization really use the survey results? Can the results help create change in the organization?***

The survey results are a starting point for dialogue, action planning and follow-up. The real power of the survey is the opportunity it provides to identify and address issues within the organization.

***What is action planning and who is involved?***

Action planning is the phase of the engagement cycle in which departments at ESU can have the greatest impact. It is a collaborative process that follows the distribution of engagement survey results. Schools and divisions use their survey results to guide conversations about engagement and their work environment, then create simple action plans to guide changes.