

2017 UC Staff Engagement Survey
Leadership Talking Points
(Frequently Asked Questions)

What's going on?

Beginning March 15th, University of California will initiate its 3rd systemwide Staff Engagement Survey. The survey was developed by the Council of University of California Staff Assemblies (CUCSA) in collaboration with Systemwide Human Resources' Employee Relations department and Willis Towers Watson, a firm conducting the survey on UC's behalf.

Why does University of California conduct this survey?

University of California wants to create and sustain a work environment that enables staff to fully contribute to our mission of excellence in teaching, research, and public service. The employee opinions gathered through the survey help the organization assess the level of involvement, commitment and satisfaction staff feel toward their work. Conducting the survey every few years enables us to identify positive trends and opportunities for improvement. The last UC Staff Engagement Survey was conducted in 2015.

Who is eligible to take the survey?

Randomly selected policy-covered staff, who joined the organization on or before June 15, 2016, will receive an email from Willis Towers Watson with an invitation to take the survey. Union-represented employees will not participate in the survey because UC receives their feedback through their union representatives during the collective bargaining process.

How are the results valid, if all employees aren't surveyed?

The random sample 64% employees is proven to be statically sound, meaning that the maximum margin of error will be within accepted boundaries for survey research (+/- 5% or less). In addition, while it would be nice to ask all participants to participate, it would be cost prohibitive to do so.

If I am randomly selected, am I required to take the survey?

No. The survey is voluntary, but we encourage you to participate because it will help the organization make improvements based on your input.

Are my survey answers confidential?

Yes. Under no circumstances will anyone within this organization see your individual responses. All responses are reported "blind" - without employee names attached to them. Ensuring confidentiality is another reason an outside firm was hired to administer the survey.

If you are not randomly selected, how can you express your opinions?

If you are not selected to complete the survey, you can participate in future action planning and survey-related activities [at your location] that will occur following the survey. Your thoughts and views are still important and appreciated. We also encourage you to reach out to our local Staff Assembly to get information regarding post-survey efforts or to provide input that will help them plan staff activities and communication.

When will the survey be held?

The survey opens on Monday, May 15th and closes at 11:59 p.m. on Friday, June 2nd.

When will the survey results be available?

UC senior leadership will receive results by late June, 2017. Then, they will be communicated through subsequent layers of the organization. This give each level of leadership a chance to consider how they might address concerns or celebrate achievements. The survey results will be more broadly communicated in July/August.

How do we use the results of the survey?

We use feedback to strategically guide managers' action plans, including setting goals. UC campuses and locations should review survey results with staff within 30 days of receiving them - and to engage their staff in action planning immediately afterward.

Is the survey available in other languages?

Currently, the survey is in *English*.

ASSISTANCE WITH THE SURVEY

I can't find my survey link. How do I get one? email Willis Towers Watson directly at EmployeeSurveySupport@willistowerswatson.com.

My survey link isn't working. What do I do? email Willis Towers Watson directly at EmployeeSurveySupport@willistowerswatson.com.

When I click on my survey link, I receive a message indicating that my survey has already been submitted. What do I do? email Willis Towers Watson directly at EmployeeSurveySupport@willistowerswatson.com.