STAFF ENGAGEMENT SURVEY 2023

AUGUST 14 – SEPTEMBER 8

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Sr. Director of Communications & Engagement

UCI Human Resources
Empower People Success

AGENDA

- What is Employee Engagement and Why Does it Matter?

- Measuring Employee Engagement

- 2023 Staff Engagement Survey
  - Administration
  - Question Set
  - Goals
  - Schedule

- Promoting the Survey

- Accessing Gallup Access & Viewing Participation

- After the Survey

- Support

- Q&A

THE WHAT AND WHY OF ENGAGEMENT

- What is Employee Engagement?
- Why Does Engagement Matter?
- How Does the Survey Benefit Staff?
- How Does the Survey Benefit Leaders?

WHAT IS EMPLOYEE ENGAGEMENT?

A measurement of an employee's **emotional** commitment to an organization; it takes into account the amount of **discretionary effort** an employee expends on behalf of the organization.

WHY DOES ENGAGEMENT MATTER?

GOOD FOR THE ORGANIZATION

41% less absenteeism

70% fewer safety incidents

58% fewer patient safety incidents

17% higher productivity

10% higher customer metrics

GOOD FOR THE INDIVIDUAL

Lower Levels of stress

Lower Levels of anxiety and depression

Lower Levels of bad cholesterol

HOW THE SURVEY BENEFITS STAFF

1. Voice their opinion and be heard

2. Feel valued because importance is put on understanding how they are feeling

3. Reflect on their level of engagement

4. Consider what is important to them to feel engaged in their role

5. Reflect on whether or not they are being developed and spark the desire for a conversation with their supervisor

HOW THE SURVEY BENEFITS LEADERS

Opportunity to better understand your most important asset – your staff

Provides context and clarity on next steps you can take to achieve performance and engagement goals

Helps you ensure that basic needs are being met

Gives you the opportunity to initiate strategic conversations and explore key engagement issues in greater detail

Provides the opportunity to learn how your staff are feeling

A catalyst for more conversations with staff – and conversations make employees feel valued (which leads to higher engagement)

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MEASURING EMPLOYEE ENGAGEMENT

- Biennial Survey
- Perception Surveys

MEASURING EMPLOYEE ENGAGEMENT

1) **BIENNIAL (EVERY OTHER YEAR) STAFF ENGAGEMENT SURVEY**
   a. Administered by Gallup (2017, 2019, 2021, 2023, 2025, 2027)
   b. Administered to all eligible staff (approx. 12,000 staff in 2023)
   c. Grand Mean Score – best possible score = 5
   d. Engaged to Actively Disengaged Employee Ratio – best possible score = 5:1
   e. 31 questions for all staff
   f. Additional 13 questions for patient care staff (Culture of Patient Safety and Patient Experience indices)

2) **PERCEPTION SURVEYS**
   a. Onboarding – Administered at 90 days of employment; 8 questions
   b. Experience – Administered at 6 months or more of employment to percentage of staff, with any staff member being surveyed only once per year; 6 questions
   c. Exit – Administered to departing staff during notice period; 15 questions

In combination, the biennial survey and perception surveys provide continuous insight into staff engagement across our enterprise.

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THE 2023 STAFF ENGAGEMENT SURVEY

- Administration Period
- Staff Eligibility
- Question Set
- Goals
- Pre-Survey Schedule
- Post-Survey Schedule

SURVEY ADMINISTRATION PERIOD

OPENS MONDAY

AUGUST
14
8:00AM

CLOSES FRIDAY

SEPTEMBER
08
11:59PM

HOW TO TAKE THE SURVEY

1

Take the survey using the link provided in the Gallup survey invitation email

2

Can't find the link? Go to:

https://survey.gallup.com/uci2023q12

Login with your UCINetID

3

If all else fails, contact Gallup client support (24/7)at:

https://my.gallup.com/_Help/HelpCenter

888.486.9104

STAFF ELIGIBILITY

✅ **ELIGIBLE**

- Career
- Contract
- Limited
- Partial Year Career
- Per Diem

✅ Must be in UCPath as of May 26, 2023

❌ **NOT ELIGIBLE**

Faculty, academic appointees, temporary employees, student employees

❌ Staff who joined UCI, College of Health Sciences or UCI Health after May 26, 2023 are not eligible

❌ **One termination file will be applied on September 1, 2023**
Staff who terminate between May 26 and August 31 will be removed and surveys will not be included in results.

QUESTION SET

SUMMARY OF QUESTION SET – Applicable to All Staff (31 questions)

- Gallup Q12 – 13 questions
- Accountability Index – 3 questions
- Supervisor Effectiveness Index – 3 questions
- Change Management Index – 4 questions
- Diversity & Inclusion Index – 3 questions
- Wellbeing Index – 3 questions – NEW!
- Net Promoter Score – 1 question – NEW!
- Verbatim – 1 question (What one thing gets in the way of you doing your best work?)

Plus the following additional indices for UCI Health staff (+13 questions)

- Patient Experience Index – 4 questions
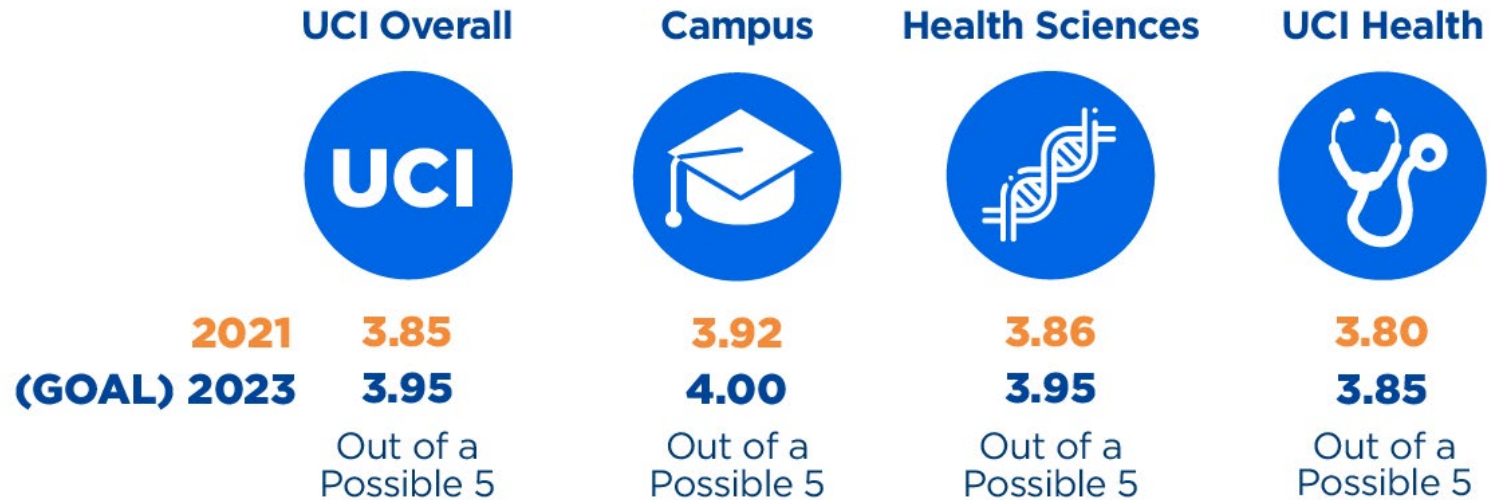- Culture of Patient Safety Index – 9 questions

2023 PARTICIPATION GOAL

2023 STAFF ENGAGEMENT SURVEY
YOUR OPINION MATTERS. TAKE THE SURVEY.

75% PARTICIPATION GOAL

ADDITIONAL 2023 GOALS

GRAND MEAN ENGAGEMENT SCORE GOALS

	UCI Overall	Campus	Health Sciences	UCI Health
2021	3.85	3.92	3.86	3.80
(GOAL) 2023	3.95	4.00	3.95	3.85
	Out of a Possible 5	Out of a Possible 5	Out of a Possible 5	Out of a Possible 5

ENGAGED TO ACTIVELY DISENGAGED EMPLOYEE RATIO GOALS

Overall = 3.0:1   **Campus = 3.6:1**   **Health Sciences = 2.9:1**   **UCI Health = 2.5:1**

Disponible en español

PRE-SURVEY & SURVEY SCHEDULE

July 19   Introduction to HR Community
Aug. 1   HR Community & Manager/Supervisor Information Sessions
Aug. 3   Engagement Ambassador Kick-Off Meeting
Aug. 3   HR Community & Manager/Supervisor Information Sessions
Aug. 7   ZotMail from Ramona Agrela – Survey is Coming
Aug. 9   HR Community & Manager/Supervisor Information Sessions
Aug. 14   First Survey Invitation Email from Gallup to Staff
Aug. 16   ZotMail from Chancellor Gillman Regarding Fri., Aug. 18 Survey Break
Aug. 16   ZotMail from UCI Health CEO Chad Lefteris Regarding Survey Break

Then weekly emails from Gallup to staff who have not yet completed the survey. Once a staff member has completed the survey, they no longer receive Gallup emails.

COMMUNICATIONS/PROMOS

Updated Web Pages

ZotMails

Gallup Emails

A-Frame Posters (Medical Center)

Digital, Printable 8.5x11 Flyer
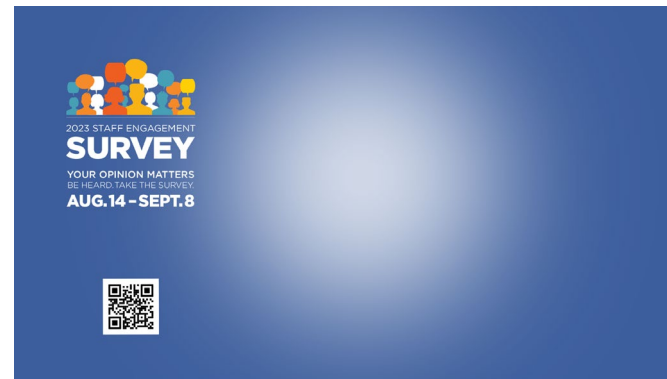
6x9 Postcard

Coasters

Email Signature Highlight

Intranet Highlight (UCI Health)

Zoom Background

Survey Break

Treat Cart Rounding (Medical Center)

Other Possible Promotional Activities

PROMOTING THE SURVEY

- How You Can Help Us Reach 75% Survey Participation

- Survey Participation Monitoring

YOUR ROLE IN PROMOTING THE SURVEY

1. Review the Manager Toolkit -
    https://hr.uci.edu/partnership/empowered/survey-2023.php
2. Add the Staff Engagement Survey e-signature highlight to your email
3. Use the Staff Engagement Survey Zoom background
4. Post the Staff Engagement Survey flyer in common areas
5. Promote the Staff Engagement Survey in meetings (live, hybrid, Zoom)
6. Encourage staff to take the survey
7. Give staff time to take the survey (5 to 15 minutes is all that is needed!)
8. Provide a computer for staff to take the survey if they do not have one
9. Remind staff that the survey can be taken from their mobile phone or tablet
10. Remind staff that the survey can be taken in English or Spanish
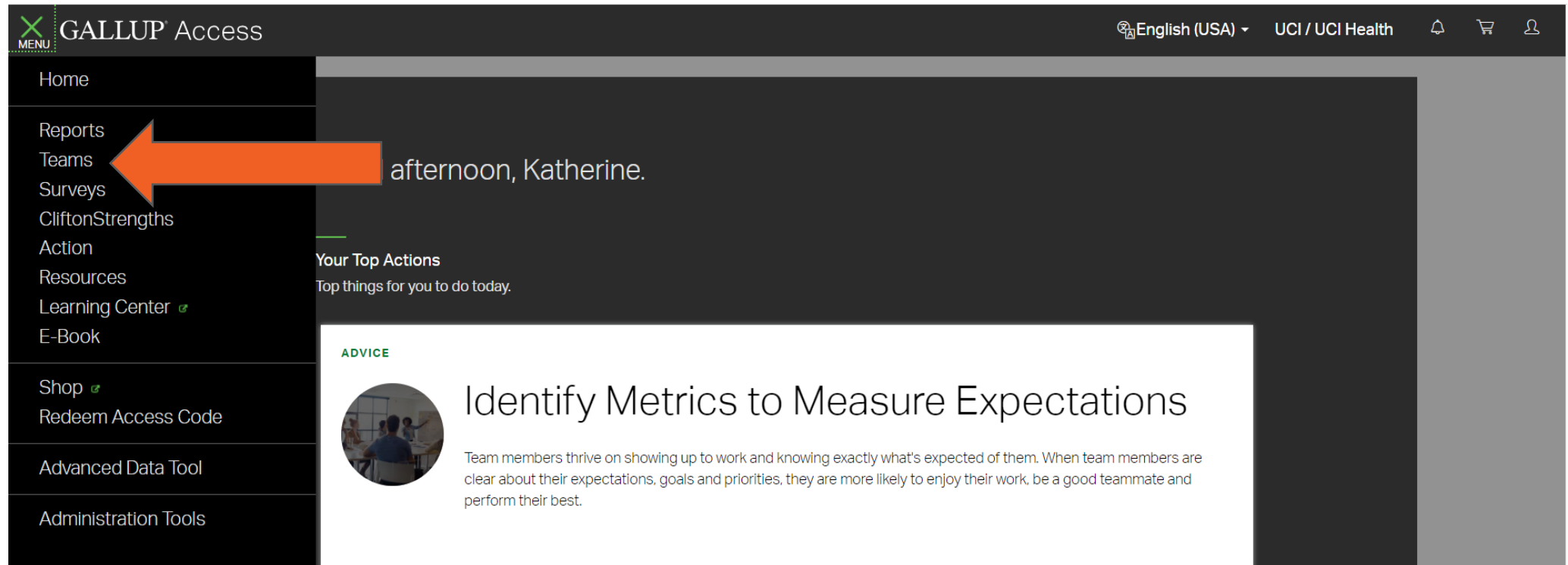11. Don't forget your remote staff!

NOTE: Please do not ask staff if they have taken the survey, and please do not force staff to take the survey. These practices skew results and are not allowed at UCI/UCI Health. Thank you!

MONITORING SURVEY PARTICIPATION

- Gallup Access

SURVEY PARTICIPATION MONITORING

1 Log in to your Gallup Access Portal (uci.my.gallup.com)

2 Using the 'hamburger' menu in the upper left, select 'TEAMS'

SURVEY PARTICIPATION MONITORING

3 Select the name of the team you want to view

NOTE: You will only see participation rates if at least 4 people have taken the survey. Gallup's confidentiality threshold requires at least 4 people reporting.

AFTER THE SURVEY

- Post-Survey Timeline
- Your Role Post-Survey

POST-SURVEY TIMELINE (APPROXIMATE)

SEPTEMBER

Internal Evaluation of Survey Results by Engagement Team

EARLY OCTOBER

- Results Presentations to Cabinets
- Gallup Access Training for HRBPs and HR Community

MID-OCTOBER

Results Released to All Staff

NOVEMBER

- Town Hall Webinars – Campus, HS and MC
- HRBPs and Departmental HR Professionals
- Review Results with the Client Departments (aka Deep Dives)

DECEMBER

Engagement Strategic Planning for CY 2022-23

JANUARY

Launch of Updated Empowered to Make a Difference Programming

YOUR ROLE POST-SURVEY

1. Attend an information session to hear organizational results

2. Review and understand your team results

3. Reach out to your HRBP or an engagement team member if you have questions

4. Meet with your team to share your results

5. Discuss results with your team and select ONE team engagement goal
    - **NOTE:** This does not necessarily have to be one of your lowest scoring items – what does your team want to work on? Team buy-in helps ensure success.

6. Enter your team goal into ACHIEVEonline, even if your team does not use ACHIEVE, e.g., they are represented employees. All managers use ACHIEVE, and entering a goal with ensure you are counted in the report that goes to senior leadership.

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INFORMATION & SUPPORT

- The UCI Engagement Team
- Employee Engagement Center (EEC)
- Gallup 24/7 Support

SURVEY SUPPORT - HRBPs

1. **YOUR DEPARTMENT HRBP OR HR PROFESSIONAL**

2. **CENTRAL HRBP**

   Campus
   https://hr.uci.edu/campus/files/Campus-HR-Client-Assignments.pdf

   UCI Health
   https://www.ucihealth.org/hr/business-partners-generalists

SURVEY SUPPORT – ENGAGEMENT TEAM

THE UCI ENGAGEMENT TEAM

ENTERPRISE

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SURVEY SUPPORT - GALLUP

GALLUP CLIENT SUPPORT
https://my.gallup.com/_Help/HelpCenter
888.486.9104

THANK YOU!

EMPOWERED
TO MAKE A DIFFERENCE