



## UK@Work Survey Talking Points

### Purpose of the UK@Work employee engagement survey

- Our university has bold goals. We can only reach those goals if our employees are engaged in their work and, as a university, we foster a culture where each person feels valued for who they are and the work they do each day.
- We also know that engaged employees are necessary to provide our students the opportunity to reach for what's possible.

### What is engagement?

- Engagement is the emotional commitment an individual has to the organization and its goal. It's the degree of pride an individual has in the organization, willingness to stay and overall workplace satisfaction.
- Engagement is one of the measures we use to gauge the cultural health of the university and to provide further insights into how the organization can continue to improve.

### Importance of obtaining feedback through the survey

- This survey provides a confidential voice for employees to express their feedback.
- It helps leadership understand what is working well and what are areas of improvement to help leaders influence change and make decisions based on employee feedback.
- On a university level, UK@Work survey feedback has led to:
  - Increased guidelines and supervisor support of workplace flexibility.
  - More well-being opportunities such as additional therapists for employee counseling, financial well-being offerings, employee-dedicated fitness facility, and more support for employee overall health and well-being.
  - Reliable and consistent merit increases for 10 of the past 11 years.
  - Policy changes expanded how employees can use sick leave after the birth of a child and created paid parental and elder care leave.

### 2023 Survey details

- The survey launches via an email from our vendor, WTW, on **Monday, September 11** and runs through **Friday, September 22** (two weeks).
- The email will come from [survey.invite@willistowerswatson.com](mailto:survey.invite@willistowerswatson.com) and have a subject of "University of Kentucky 2023 Engagement Survey." This email will contain **a unique link** to help ensure accurate results so employees should not forward or share their unique invitation link with anyone.
- It is open to all regular, non-UK HealthCare employees who are at least 0.5 FTE and who were in their position as of August 8, 2023. UK HealthCare runs a separate engagement survey.
- The survey will take about 20 minutes to complete. If you cannot complete the survey in one sitting, you can access the survey later through your same unique link. The survey will pick back up where you left off and continue to be active until you click submit.
- **All employees should have the opportunity to complete the survey during work hours.**
- The survey is focused on: Communication; Working Relationships; Stress, Balance and Workload; Inclusion and Belonging, Leadership, Working Environment and University Culture.

### Survey definitions

- In the past, we know there was some confusion about the terms used on the survey, especially as it relates to who is "UK leadership." These definitions can help employees know how to think about questions on the survey:
  - University or UK: Refers to the University of Kentucky as a whole.
  - Department: Refers to your team or local group. If you work in more than one unit, consider the unit where you spend the most time.
  - College leadership: Refers to the dean's office in your college. If you work in more than one college, consider the college where you spend the most time.
  - Unit leadership: Refers to the senior leader (Vice President, Associate Provost, Executive Director or Director) in your unit. If you work in more than one unit, consider the unit where you spend the most time.

- Supervisor: Refers to the person to whom you directly report and who has primary responsibility for managing your activities, regardless of their title. This is the person who approves time off requests and provides your year-end performance evaluation.
- These definitions are also available to employees while they are taking the survey.

### **Confidentiality**

- Your responses are strictly confidential. No one at the university will have access to individual responses during or after the survey. Managers and leaders will have access to participation rates but not individual responses.
- Entering the prize drawing is voluntary, and survey responses will remain confidential.
- Although we will have overall response rates for colleges and divisions, no one within the university knows who responded or how an individual answered any item on the survey.
- All data is analyzed by WTW, the external survey administrator. Raw data is never seen or processed by anyone at UK.
- All data is reported in aggregate and only when a group has a minimum of 10 people respond to the survey. Areas with fewer than 10 respondents will roll up to the next level in their organizational structure.

### **Prizes**

- Once an employee completes the survey, they have an option to voluntarily fill out a form to be entered to win a prize through a random drawing. There are more than 30 prizes, including airline tickets (up to a \$1,000 value), UK football and basketball tickets, a MacBook Air, Apple Watch, AirPods Pro, Nintendo Switch and more.
- Employees must complete the separate prize drawing form to be entered for a chance to win.
- Random prize drawings will take place each week during the survey period.
- If an employee takes the survey early, they are eligible during each subsequent drawing.
- Any survey group with 100% participation will be provided a team meal of choice from a UK-approved restaurant/caterer.

### **Results**

- The survey vendor will provide UK with a report of aggregated results for the university, each division, and identified departments or groupings with more than 10 respondents.
- Individual comments are not shared, but the vendor will share overall comment themes across the university.
- University-level results will be available later this fall. We can expect to review our results toward the end of the calendar year.

### **Questions**

- If you have any questions, please contact Leslie Vega at [leslie.vega@uky.edu](mailto:leslie.vega@uky.edu).