

## Staff Survey 2022

### Frequently Asked Questions

#### When will the survey take place?

The survey will open on Monday 31<sup>st</sup> October 2022 and will close on Monday 28<sup>th</sup> November 2022 at 5pm.

#### Why is the survey being carried out by Peachy Mondays?

Peachy Mondays have been chosen to undertake the survey for the following reasons:

1. The provider we used for the survey in 2020, Capita Surveys and Research, is no longer operating in the market and therefore we needed to choose an alternative partner.
2. Peachy Mondays are experts at undertaking surveys and have Universities as clients. They have received the data from our 2020 survey direct from Capita and as such are able to provide benchmarking information to compare the responses from the previous survey against the results we get from 2022.
3. Using an external survey service will give staff additional reassurance that their data is confidential and anonymous and individual respondents **cannot** be identified. The University will not handle the response data and will only be provided with reports of the results.

#### How do I know my information will be confidential and anonymous?

Peachy Mondays work to very high standards to ensure that your information and responses are confidential. They are accredited under ISO/IEC 27001 and they are bound by the General Data Protection Regulation (GDPR). Peachy Mondays are legally bound to ensure that your responses to the survey will never be linked to you as an individual.

Any results that are communicated to the University are based on groups of more than 5. Results which report responses of less than 5 will be rolled up to the next level e.g. if there were only 3 responses from Technicians in a particular School, they would be reported in the results for all technicians within the University and in the general results for all staff within the School. However, their results will not be reported in a specific category of technicians within their School to ensure that they cannot be identified. This will be the same for small numbers within any of the demographic groups – your opinions will always be included but they may need to be rolled up into the next level results to protect your anonymity.

#### Why should I complete the survey?

It is extremely important to the University that you to have your say. It is very important to get a good response rate, both for the University as a whole and within individual areas of work, to inform meaningful action planning. A low response rate means the data on which to base decisions and plans won't be as reliable. The higher the response rate the more likely the views will be representative of all staff and provide a 'true' picture of the overall perceptions - whether positive or negative.

The average response rate for Staff Surveys within the HE Sector is 68%. In 2020 the University had a response rate of 60%. We are aiming to improve on our response rate last time, with at least 50% from each School and Directorate. This will give us a robust and reliable set of results on which we can all make decisions.

#### Who will be able to take part in the survey?

All staff, other than those on casual contracts and honorary staff, will be invited to take part in the survey. Due to cut off deadlines for getting the staffing information to Peachy Mondays, 'all staff' will include staff employed on 3<sup>rd</sup> October 2022. The University intends to undertake a major staff survey every two years so there will be the opportunity to take part in the next survey for those who miss the cut off this time round. However, all staff can become involved in the discussions regarding the results and action planning that will follow.

### **How can I complete the Staff Survey?**

You can complete the survey digitally using a range of devices such as desktop computers, laptops, smartphones or tablets.

Those staff with a work email address will receive a personal invite to participate from Peachy Mondays to enable them to complete the on-line survey. The online survey can be completed on your phone, on your tablet or using a computer. A link will also be posted on MyHR. In addition, there will be posters around campus containing a QR code linked to a Staff Survey Landing Page. You will be asked to enter your Staff ID to verify you are a member of staff but the results received by the University will be anonymous. Your 8-digit staff ID number can be found on your Staff ID Badge or on your payslip.

Staff in Estates and Facilities who do not regularly access their work email can get access to the survey from Kiosk Laptops which will be available from your Supervisor at certain times during the survey window. These laptops will be directly linked to the survey Landing Page. If you are using the kiosk laptops you will need to complete the survey in one sitting.

### **How will I know that the Survey invite is not a Phishing e-mail?**

The e-mail invite that you receive from Peachy Mondays to complete the survey will be sent out on 31<sup>st</sup> October 2022 and come from the following address:

[messenger@peachymondays.com](mailto:messenger@peachymondays.com)

It will be entitled “Staff Survey 2022 – Invitation to participate” and will contain a secure link to the survey and your own individual passcode. **Peachy Mondays will never ask you for the password to your university account.**

### **Do I have to answer all the questions in the survey?**

You do have to answer all the questions in the survey but there will be the option to choose “Prefer Not to Say”, if you would prefer not to share sensitive information. However, it would be helpful if you can fully answer as many of the demographic questions as possible as that allows us as a community to understand the views of different groups of staff. It will also highlight which, if any, issues are more prevalent for particular groups helping us to review and develop policies to address these. This is why the survey asks for personal information, but you can be absolutely sure that this information will remain anonymous and that you cannot be identified.

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

It should take you approximately 15 minutes to complete the survey.

### **Why is there only a 4-point scale in the survey and not a 5-point scale which gives me the option of “neither agree nor disagree”?**

We used a 4-point scale in the 2020 survey so using the same scale makes sense to ensure that we can make valid comparisons of the results. The 4-point scale is also predominately used by other Higher Education Institutions and this will allow us to accurately benchmark our results against others in the sector.

### **Do I have to complete the survey in one sitting?**

If you are using a kiosk laptop you will have to complete the survey in one sitting.

If you are using your university computer or your own personal device, you do not have to complete the survey all in one sitting. Using the link sent to you by Peachy Mondays you can sign in multiple times if you don't have time to complete the survey all at once. Please note however, that you do need to use the same device to complete the survey if you want your previous answers to be saved.

**I can't access my work e-mail account. How can I complete the survey?**

If you have forgotten the password for your University e-mail account you can reset it using the Self Service Password (SSPR) service. The link to the service is: <https://www.abdn.ac.uk/toolkit/systems/password/>.

Alternatively, you can access via the URL link on MyHR, via QR codes on campus posters, or if you work in Estates and Facilities on kiosk laptops via your Supervisor.

**Will I be able to complete the survey in work time?**

Yes. It is important to the University that as many people as possible complete the survey. Managers have been advised that all staff should be given time to complete the survey in work time.

**Can I complete the survey at home?**

Yes. The survey can be completed at home or work.

**Do I complete the survey more than once if I have more than one role within the University?**

No. You should only complete one survey. If you have more than one role within the University you should complete the survey in respect of your main role. You will however be invited, in the open text questions, to highlight any issues where you believe there is a big differential between what you have answered for your primary role and what you would have answered for your secondary role.

**Will I get reminders if I forget to complete the survey?**

Yes. Peachy Mondays will e-mail regular reminders to staff who have not completed the survey.

**Will the University know if I have/have not completed the survey?**

No. Only Peachy Mondays know who has completed the survey and they do not share this information with the University. This is why reminder e-mails come direct from Peachy Mondays.

**When will I know the results of the survey?**

The high-level results will be published prior to the Winter break. A second set of results will be available early in the New Year. These will be more comprehensive and in-depth, containing the analysis of the open text questions which are included in the survey. These results will help to initiate the required action planning.

**How does Peachy Mondays anonymous messaging work?**

One of the core features of the Peachy Mondays platform is anonymous 2-way messaging known as *Targeted Anonymous Dialogue™*. This allows the University to follow up on individual or group responses without knowing the identity of respondents. It enables action to be taken quickly rather than having to wait for focus groups or similar. For example, if 10% of staff significantly disagreed with a question, but we did not know the reason why, this element of the system will allow us to follow up with those 10% in a quick and easy manner. Peachy Mondays has embedded anonymous 2-way messaging throughout the reporting, to let authorised users ask follow-up questions, by e-mail, of any singular or group of respondents whilst preserving their anonymity. This provides a real time understanding of why staff chose their original responses, saving an enormous amount of time, helping unblock one of the biggest barriers to timely and effective action.

**What will be done with the results of the survey?**

The results from the survey will be used to identify areas which need to be addressed across the University and within individual Schools/Directorates. Action Plans will be compiled following consultation with Campus Trade Unions and staff groups. These will be published to update staff and progress against them will be reported at specified intervals.

**Who can I ask if I have a question?**

If you have a general query regarding the survey you can contact Sam Waldram, Senior HR Partner (Organisational Development) at [sam.waldram@abdn.ac.uk](mailto:sam.waldram@abdn.ac.uk)

If you have a query regarding completing the survey, or your link, you should contact Peachy Mondays direct at [support@peachymondays.com](mailto:support@peachymondays.com).