

Staff Survey 2020

Frequently Asked Questions

When will the survey take place?

The survey will open on Monday 2nd November 2020 and will close on Monday 30th November 2020 at 5pm.

Why is the survey being carried out by Capita Surveys and Research?

Capita have been chosen to undertake the survey for two main reasons:

1. They are experts at undertaking surveys and have many other universities as clients. This puts them in the unique position of being able to provide benchmarking information to compare how the responses from our University rate against others within the Higher Education sector.
2. Using their 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 which break down the results.

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

Capita work to very high standards to ensure that your information and responses are confidential. All their work is carried out in accordance with the Market Research Society Code of Conduct and they are bound by the General Data Protection Regulations (GDPR). Capita 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 10. Results which report responses of less than 10 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.

Why should I complete the survey?

The University would like 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.

Capita's current HEI average response rate is 68%. We are aiming to achieve a 70% response rate overall, 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, will be invited to take part in the survey. Due to cut off deadlines for getting the staffing information to Capita, 'all staff' will include staff employed on 19th October 2020. The University intends to undertake regular staff surveys 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 using a range of methods i.e. on-line; paper; over the telephone.

Those staff with a work email address will receive a personal invite to participate from Capita 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.

Staff who do not regularly access their work email will be provided with a paper survey pack. This will also contain a passcode allowing them the option to complete the survey online if they so wish.

Staff who would prefer to complete it over the telephone can do so using Capita's FREEPHONE telephone number - **0800 587 3115**. You will talk to a trained researcher at Capita. They will have to ask you some details including your name and area of work, to verify that you are eligible to take part in the survey. However, please be assured that your responses will be confidential and anonymous. You can complete the survey with a researcher there and then or you can arrange for them to call you back at a convenient time.

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

The e-mail invite that you receive from Capita to complete the survey will be sent out on 2nd November 2020 and come from the following address:

staffsurveys@capitasurveys.co.uk

It will contain a secure link to the survey and your own individual passcode. **Capita will never ask you for the password to your university account.**

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

You do not have to answer all the questions. It would be helpful if you can answer as many questions as possible but if there is a question you would rather not respond to you can miss it out. On the sections of the survey that ask about your role, and about yourself, there is an option of "Prefer Not to Say", which can be used instead of leaving the questions blank.

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"?

The 4-point scale is predominately used by other Higher Education Institutions and this will allow us to accurately benchmark our results against others in the sector.

We also want to make the survey as meaningful as possible and have taken the decision to use a 4-point scale for responses to ensure that staff express a positive or negative view.

Do I have to complete the survey in one sitting?

If you are completing the survey on-line you do not have to complete it all in one sitting. Using the link sent to you by Capita and your unique code you can sign in multiple times if you don't have time to complete the survey all at once.

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 call Capita, using their FREEPHONE number to request a paper copy to be sent to your home address or you can complete the survey on the phone with a trained researcher.

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. However, if you are going to use Capita's FREEPHONE service, **0800 587 3115**, to complete the survey over the phone, please be aware that their working hours are 09:00 to 17:00hrs Monday to Friday.

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.

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

Yes. Capita will e-mail regular reminders to staff who have not completed the survey. If you received a paper copy of the survey you will not be sent a reminder.

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

No. Only Capita 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 Capita.

When will I know the results of the survey?

The University will receive 2 main reports from Capita. The first will be available mid-December and will advise the main headline results of the questionnaire. These results will be published prior to the Christmas break. The second set of results will be available mid-January. 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 be published in January and will help to initiate the required action planning.

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 within both the University and 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, HR Partner (Specialist Services) at sam.waldram@abdn.ac.uk

If you have a query regarding completing the survey, or your link and password, you should contact Capita direct on their FREEPHONE number **0800 587 3115**.