

# Staff Brief - Staff Survey 2020

## Have your say ... Staff Survey

### Introduction

We know how busy you are, but your views are vital to help us understand how everyone feels regarding some of the key issues about working for the University. Finding out this information means that action can be taken on the issues that matter most to you. Staff are the University's most valuable asset and it is essential that every single individual has an equal opportunity to have their say and they can do this through the staff survey.



This brief has been prepared specifically for staff by Capita Surveys and Research because, we know from experience how important it is that you are aware of the staff survey and how you can participate in it.

### Administering the survey

It is important for staff to give their opinions freely and anonymously, and for this reason the survey will be managed by Capita Surveys and Research an independent consultancy.

Capita's survey and research team will be managing the 2020 survey and will ensure all responses remain confidential. Our researchers work to high ethical research standards and the Market Research Society Code of Conduct which means participating staff have their identity protected through legislation.

The survey and its methodology are all compliant with the Data Protection Act and the General Data Protection regulation.

# How to complete the survey

You can complete the survey either online, over the telephone or via paper questionnaire. Those with email addresses will be sent an email but staff can choose their own preferred method by contacting us directly.



An email will be sent to you containing a link to the secure online survey and a user passcode unique to you.

Using the passcode means you are able to complete your survey in a number of sessions and the software automatically saves your responses as you go.

The survey can be completed on a PC, laptop, device or smartphone. So long as you have the online survey link and passcode it can be accessed and completed - it doesn't have to be a PC used at work.

Some members of staff will be given a paper copy of the survey to complete. This will also contain a code to allow you to complete the survey online if you wish. The paper survey comes with a Freepost return envelope so it can be returned directly to Capita.

## Completing over the telephone



Although we at Capita Surveys & Research will know who has completed a survey questionnaire while the survey is live, we only use this information to target reminders at non-responders. Once the survey closes this information is deleted.

If you ring us you will need to give us the passcode on your email invitation to ensure we know you are a University member of staff. This will also ensure you don't receive any further reminders.

When you call us, you can either ask to complete it with a researcher at the time of ringing or you can ask us to call you back at a particular time. We can call back on a mobile or a non-work number if preferred. You can also request a call back anytime between the hours of 09:00 to 17:00.

## Topics included in the survey

**Job Satisfaction, Workload, Development, Culture, Leadership, Line Management, Pay and Benefits, Health & Wellbeing, Equality, Diversity & Inclusion, Culture and Values, Managing Change, Communication and Involvement**

A cross section of staff from across the University, including the Campus Trade Unions, have been involved in the development of the survey. It should take you approximately 15 minutes to complete. However, everyone **will have a month to complete it in** and it does not have to be completed all in one session.

## Reminders

We at Capita will be sending out reminders to staff throughout the survey period. Only staff who have not already completed a survey will get a reminder.

## The importance of a good response rate

The average response rate for a Capita survey of this nature is 68%. It is usual to aim for a 70% response rate with at least 50% in each School and Directorate. This will help to overcome 'non-response' bias and ensure that the decisions being made based on the information you provide are the right ones.

## Getting time to complete the survey

The University want as many staff as possible to complete the staff survey and this can be done during work time or at home. All Supervisors and Managers have been advised to give staff time during working hours to complete the survey. Take this time to have your say and make a difference.



## Answering concerns over anonymity and confidentiality

Many staff worry they might be identified when they get to the 'About You' section of the survey. If you are unique in your role you might feel by ticking one box or another that it will be clear it was you who had said they were unhappy about something. You do not have to answer every question in the survey, if you do not have a view or opinion you can simply leave a question 'blank'. This includes the questions in the 'About You' section.

We are undertaking the survey in line with the Data Protection Act and General Data Protection Regulation which means we will only provide aggregate data back to the University. We will never provide any analysis of a group of less than 10. The results and reports are completely anonymous. Although we at Capita Surveys & Research will know who has completed a survey questionnaire while the survey is live, we only use this information to target reminders at non-responders. Once the survey closes this information is deleted.