



FAQ for Employees

- 1. Why are we taking an employee engagement survey?**
 - a. We're taking this survey to understand how employees feel about their work and the organization as a whole.

- 2. Is this survey measuring my manager or directors?**
 - a. The survey focuses on the overall employee experience including factors like work environment, satisfaction, and engagement levels, rather than evaluating individual managers or directors.

- 3. Is this mandatory to do?**
 - a. While your participation is highly encouraged to gather comprehensive feedback, the survey is voluntary.

- 4. I thought you said the survey was anonymous – why is my employee ID on the survey?**
 - a. Your employee ID is used by Gallup to prevent duplicate submissions. Your employee ID and your responses will never be connected when results are reported to the city. Gallup is a third party and will anonymize all data prior to sharing with the City.

- 5. Will my managers or the City be able to identify me from my responses?**
 - a. No, this survey is administered by Gallup, our third-party provider, and then the results are sanitized and anonymized before the City or your manager ever looks at the reports. Departments which have fewer than 4 people will be rolled up into a larger report within your department. This way even those who are in a small department enjoy the benefit of anonymity.

- 6. What am I supposed to “rate” with this survey?**
 - a. Rate your overall work environment. Whether you have been with the organization for 6 months or 30 years, you should rate your **current** work environment.

- 7. What if I changed jobs, managers, or departments during the last year? Which one should I be referencing when taking the survey?**
 - a. Your answers should reflect the position you are in at the time of the survey.

- 8. Can I do this survey at home?**
 - a. This survey should be done on the clock at your place of work. Hourly team members should be clocked in when doing this survey.

- b. Employees can access the survey using their mobile device, work stations within your department, and if needed there are computers available in the HR lobby on the 2nd floor located at City Hall.

9. What is the deadline to do the survey?

- a. The survey will open June 10, 2024, and closes on June 21, 2024.

10. Will we get to know the results?

- a. City Manager may share City-wide trends with all employees. Your department directors may also share out department specific trends with their teams.

11. What if I don't have a City email?

- a. We will have a URL and QR code available on the Learning Institute's website as well as our City Intranet. Employees will be able to use this link and their employee ID to participate. Survey results are anonymized by Gallup, our third-party provider, prior to being released to the City.

12. What if I prefer to read in Spanish?

- a. The survey will be available in Spanish. Participants can easily select their language preference from a drop-down menu at the beginning of the survey. This feature is part of our commitment to inclusivity and ensuring all voices are heard and valued. We encourage employees to select the language in which they feel most confident expressing their thoughts and experiences.

13. What if I have tech issues?

- a. When the survey launches, an email announcement will be sent to all eligible employees. City Employees will be able to use the link provided in the email to contact Gallup directly if they experience any issues while completing the survey. This link will also be available on the Learning Institute's website and City Intranet.