

## FAQs

### What is the UNC System Employee Engagement Survey?

The UNC System Employee Engagement Survey is a five-year initiative to support the system's strategic goal of ensuring "excellent and diverse institutions" through a focus on human capital. The survey was administered to employees at all 17 UNC institutions in January and February of 2018. The survey will be repeated in 2020 and 2022 to gauge progress in 15 core areas, including job satisfaction, professional development and work/life balance.

### What topics did the survey cover?

[View the full list of survey questions here.](#) The survey included 60 belief statements organized into 15 topic areas.

Respondents indicated their level of agreement with each statement on a scale of 1 to 5, from "strongly agree" to "strongly disagree." The survey also asked respondents 17 questions to measure their satisfaction with benefits such as medical insurance, wellness programs and work/life balance, and it asked respondents why they would consider leaving their current position. Respondents were also given the opportunity to answer two open-ended questions about what they like most and least in working at UNC-Chapel Hill.

### How was the survey administered?

UNC-Chapel Hill's survey was administered to all 12,484 full-time permanent employees between Jan. 29 and Feb. 27, 2018. Employees in maintenance, service and skilled-craft positions were provided with paper surveys. All other employees were able to take the survey online. Both the paper and online versions were available in English and Spanish. All employees were allowed to complete the survey during work hours.

The survey was administered by ModernThink, an independent management consulting firm that also administers the popular Best Colleges To Work For survey for the Chronicle of Higher Education.

### Why is the UNC System Office conducting this survey?

The System Office is trying to measure workplace engagement. Studies have shown that the more engaged an employee is at their workplace, the more satisfied and productive they are.

The system has limited useful systemwide information about how faculty, staff and administrators feel about their workplaces. The engagement survey will seek to collect data from all employees to help the system and the individual campuses identify areas of strength as well as areas that need improvement.

Some UNC institutions, including UNC-Chapel Hill, have done similar surveys in the past, but this is the first survey to be issued systemwide. It will provide a common dataset for the entire UNC System.

### What about confidentiality?

Direct supervisors and university leadership will not have access to individual responses. Only ModernThink, the administrator of the survey, will have direct access to individual responses. All survey data are stored on ModernThink's secure servers.

### What changes will result from the administration of this survey?

In most cases, any progress resulting from this program will occur incrementally rather than all at once. Progress stemming from this survey may also not be visible to all employees as it happens. This means it may take time to address certain issues or for faculty and staff to see the positive effects of any actions taken.