

ECU 2022 Staff Engagement Survey

Let's Start the Conversation

Frequently Asked Questions

Providing a workplace that supports staff to thrive and maximise their talent and potential is a key strategic goal in the ECU Strategic Plan 2022 – 2026 “Towards the University of the Future”. Every two years, ECU conducts a staff engagement survey to capture the experiences of ongoing and fixed-term staff to better understand their experience of working at ECU.

Below are some commonly asked questions about the survey. Click on a question to go to the answer.

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1. What is the ECU 2022 Staff Engagement Survey and why is it run?

The survey asks a range of questions and gives employees the opportunity to express their views about what it's like to work at ECU, what is done well, and how we can improve. It is conducted every two years.

It also provides insights into what is working well, and critical issues being experienced by staff across ECU. The survey results can highlight suggestions on what we can do to improve.

In addition to comparing results to past surveys, comparisons between our results and the average results for the Australian University and other sectors can be made. These surveys are used to evaluate the effectiveness of strategic initiatives and monitor historical trends

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2. Who should complete the survey?

All ongoing and fixed term employees are invited to complete the survey. This includes staff who may be on parental leave, long service leave, or leave without pay.

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3. When will the survey open?

The survey will run from Monday 29 August 2022 and be open for two weeks.

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4. How can I participate?

All ongoing and fixed-term employees will receive a survey link to their ECU staff email address by the survey provider, VOICE Project. Copy and paste the link into an internet browser to complete the survey.

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5. How long will the survey take?

The survey will take 20-30 minutes to complete dependent on the amount of information participants wish to give. Progress can be saved and completed later by using the same survey link.

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6. Is the survey supported by the University Executive?

Yes. ECU allocates substantial resources to the survey which is fully supported by the Vice-Chancellor and University Executive. Staff are welcome to complete the survey during their working hours.

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7. Who is conducting the survey?

VOICE Project is a third-party research and consulting company associated with Macquarie University, Sydney, Australia. Their team of workplace psychologists have assisted ECU since 2008 with the design, administration, data collection, analysis, and reporting of the results from these surveys.

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8. Is the survey anonymous?

As this is an invitational survey, VOICE Project will email an individual invitation to staff, and therefore VOICE Project can track individual survey completion. However, VOICE Project maintain staff anonymity such that no one at ECU knows who has or has not completed the survey. In addition, identifying personal information is not linked to the reports provided to ECU.

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9. Is the survey confidential?

Yes, all survey responses go directly to VOICE Project. Their team analyse the results for ECU and provide aggregated data by School, Centre, and discipline/work area. All Free text comments will be provided to schools and centres on request. Whilst every effort is made to ensure respondents cannot be identified through these comments, staff are asked to avoid mentioning names, position titles or providing information that would allow individuals to be identified inadvertently.

VOICE Project consultants are bound by the code of ethics of the Australian Psychological Society, and the Psychology Board of Australia.

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10. Why do you ask staff to identify their School/Centre or work area?

We ask staff to identify their work area so that we can provide targeted feedback. Answers to these questions will be used to

- (a) group rating-scale feedback by work area
- (b) group written comments into themes by School/Centre.

Results will only be reported for groups with 5 or more respondents.

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11. Why do you ask demographic questions?

We ask a list of OPTIONAL demographic questions to understand the workforce diversity and the specific experience various diversity groups have working here at ECU. Additionally, we may use aggregate data to address specific issues within the organisation – for example, staff with a disability overall may require additional support with facilities.

Where combinations of work areas and demographics are requested, reports are only provided where 5 or more respondents fit those criteria.

Providing demographic data to ECU also allows for comparisons to be made within and between diversity groups at a university level in better understanding workplace experience of those groups and how they differ. It allows us to use those insights to identify opportunities to improve belonging and inclusion

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12. Is the survey a valid tool to measure staff engagement?

The ECU 2022 Staff Engagement survey was developed by researchers at VOICE Project and Macquarie University. The psychometric support for the reliability and validity of the tool has been published in the Australian Journal of Psychology, a peer-review journal. In addition, the survey has been administered to over 2700 organisations. If you have specific question about the tool, please contact

enquiries@voiceproject.com

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13. Is the survey compulsory?

No, the survey is not compulsory. However, we strongly encourage you to participate to ensure actions taken in response to the survey reflect the collective feedback of all staff, rather than just a few.

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14. How will the data be used?

The data will be held by VOICE Project. VOICE Project may use the data collected to generate industry benchmarks or for other research purposes. At no time will individuals or organisations be directly or indirectly identified in published research.

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15. Will the results be made available?

Yes, VOICE Project will be sharing the overall results with the University Executive and all results with Human Resources Services Centre (HRSC). The overall results will be available on this intranet page.

Individual school and centre results will be distributed to Executive Deans and Service Centre Directors by HRSC from late October/early November for sharing with staff.

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16. What happens after the survey?

After the feedback of results to all staff, individual managers are expected to develop a set of priorities with their teams, with the support of HRSC. Employees within each area will assist in developing action plans for their areas.

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17. Who should I contact if I have more questions?

If you have any further questions, please email StaffSurvey@ecu.edu.au.

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