



# Your Opinion Matters

## Staff Engagement Survey 2024

## Frequently Asked Questions

The survey will open on Monday 26 August 2024 and will run for two weeks until 6 September 2024. Conducted every two years, the last survey was completed in 2022.

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

[1. What is the ECU 2024 Staff Engagement Survey and why is it run?](#)

[2. I haven't received a link to the survey?](#)

[3. When will the survey open?](#)

[4. How can I participate?](#)

[5. How long will the survey take?](#)

[6. Is the survey supported by University Executive?](#)

[7. Who is conducting the survey?](#)

[8. Is the survey anonymous?](#)

[9. Is the survey confidential?](#)

[10. Why do you ask staff to identify their School/Centre or work area?](#)

[11. Why do you ask demographic questions?](#)

[13. Is the survey compulsory?](#)

[14. How will the data be used?](#)

[15. Will the results be made available?](#)

[16. What happens after the survey?](#)

[17. Who should I contact if I have more questions?](#)

[18. Definitions](#)

## **1. What is the ECU 2024 Staff Engagement Survey and why is it run?**

A specialist external provider will distribute an individual survey link from [noreply@xref.com](mailto:noreply@xref.com) to your ECU email address, and send reminders to encourage participation prior to the survey closing date.

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 Universities and other sectors can be made. These surveys are used to evaluate the effectiveness of strategic initiatives and monitor historical trends

[Return to List](#)

## **2. I haven't received a link to the survey?**

Only ongoing and fixed term employees (who commenced employment with ECU prior to 5 Aug 2024) are invited to complete the survey. This includes staff who may be on parental leave, long service leave, or leave without pay. Casual and sessional staff are not required to complete the survey this year. The survey link is sent to your ECU email address.

[Return to List](#)

## **3. When will the survey open?**

The survey will run from Monday 26 August 2024 and be open for two weeks. [Return to List](#)

[Return to List](#)

## **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, Xref. Copy and paste the link into an internet browser to complete the survey.

[Return to List](#)

## **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.

[Return to List](#)

## **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.

[Return to List](#)

## **7. Who is conducting the survey?**

Xref (formerly known as VOICE Project, and now a department of Xref following their acquisition last year) is an independent third-party technology, research and consulting company based in Sydney, Australia. Their team of workplace psychologists specialise in employee surveys, and have assisted ECU

since 2008 with the design, administration, data collection, analysis, and reporting of the results from these surveys.

[Return to List](#)

### **8. Is the survey anonymous?**

As this is an invitational survey, Xref will email an individual invitation to staff, and therefore Xref can track individual survey completion. However, Xref 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.

[Return to List](#)

### **9. Is the survey confidential?**

Yes, all survey responses go directly to Xref. 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.

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

[Return to List](#)

### **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 five or more respondents. [Return to List](#)

### **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 five 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.

[Return to List](#)

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

The ECU 2024 Staff Engagement survey was developed by researchers at.

[Return to List](#)

### **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.

[Return to List](#)

### **14. How will the data be used?**

The data will be held by Xref. Xref 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.

[Return to List](#)

### **15. Will the results be made available?**

Yes, Xref will be sharing the overall results with the University Executive and People and Culture Business Partners. 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 from October for sharing with staff.

[Return to List](#)

### **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 People and Culture Business Partners. Employees within each area will assist in developing action plans for their areas.

[Return to List](#)

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

If you have any further questions, please email [StaffSurvey@ecu.edu.au](mailto:StaffSurvey@ecu.edu.au).

[Return to List](#)

### **18. Definitions**

- Senior management” = Vice-Chancellor and direct reports
- “Manager” = The person you reported directly to on 5th August 2024
- “Area” = the immediate work area/team you work predominantly in

[Return to List](#)