

Workplace Quality Survey

Frequently Asked Questions

What is the workplace quality survey?

The workplace quality survey is an anonymous way for you to share your thoughts about working at Fresno State. The survey, which is open to all employees, is designed to help identify ways to improve the workplace and make Fresno State a better place to work.

What did we do with the results of the last survey?

Fresno State first participated in this survey in March 2017. We shared the survey results with all campus leaders and debriefed university/division/school/college and department results with work groups. Specific action plans were developed and implemented at the University/Division and Departmental levels to address areas of opportunity identified.

What topics will the survey cover?

The survey is designed to gauge opinions and needs of faculty and staff in areas including:

- Diversity & Inclusion
- Job Fit
- Senior Leadership
- Connection of Job to Fresno State's Mission
- Resources & Support
- Collaboration
- Shared Governance
- Benefits & Work/Life Balance
- Professional Development
- Communication
- Performance Management

Is the survey confidential?

Yes. Fresno State will join other institutions of higher education to work with ModernThink to administer the survey. ModernThink has expertise in workplace quality, to administer the test and analyze the results. The University will never have access to the raw data, and ModernThink will ensure that no information that could identify the responses of a specific employee will be shared.

Why is Fresno State participating in this workplace quality survey?

There are a number of reasons why this survey is critical for Fresno State. First, employee feedback is essential to identifying areas where we are doing well and areas needing improvement. In order to accurately plan for the future, meet the needs of employees and support the mission to boldly educate and empower students for success, there needs to be baseline data against

which to measure and follow up to assess if we are improving. Secondly, as we support the development of our faculty and staff it is crucial to have long-range strategies in place that are rooted in the unique needs of our campus community. Lastly, while we have seen a great deal of transition take place at Fresno State during the last few years, the University is coming together to embark on the next chapter in its history. As we move forward, this survey helps us understand what the University is doing well to serve our employees, and what we could be doing better.

How was the survey developed?

The workplace quality survey has been developed by taking the core of ModernThink's Higher Education Insight Survey and customizing it to fit the specific needs, themes and language of Fresno State. The survey consists of 76 statements, 18 benefits, 3 open-ended questions and 18 optional demographic questions. After meeting with the campus survey planning group, ModernThink worked in consultation with Fresno State to craft the instrument. The 2019 survey includes the same questions we asked in 2017, plus a few additional questions.

What will be done with the results?

It will take several months to analyze the data. The University will share the results with the campus community in fall 2019. The results will continue to be used by campus leaders to shape workplace quality moving forward. Results will be posted online and shared in open campus forums.

Why did Fresno State hire a third-party to give the survey?

Working with an outside firm to conduct a comprehensive employee engagement survey provides Fresno State with a neutral third party perspective, gives employees the confidence to respond while maintaining their anonymity and ensures a high level of subject matter expertise. Additionally, ModernThink has expertise in gathering feedback and relevant data from a wide variety of sources, summarizing and synthesizing key findings, identifying patterns and trends, and then arming leaders with the information they need to drive strategic change.

Do I have to participate?

While the survey is completely voluntary, its success will be determined by the level of employee participation. Higher response rates will give us a better understanding of employee needs and opinions. Every voice matters, and every employee is encouraged to take part.

How many employees participated in 2017?

1405 employees, 45% of our total workforce (part time, full time, stateside and auxiliary) responded to the survey in 2017.

When should I take the survey?

The timeline for the 2019 survey is **March 4 - 18**. Everyone is encouraged to take the survey as soon as possible.

Can I take the survey at work?

Yes. Employees are encouraged to complete the survey during their scheduled work hours. Additionally, supervisors are encouraged to work with their team to adjust schedules and/or job responsibility as necessary so employees can complete the survey while at work.

How do I take the survey?

The survey will be administered completely online, with accommodations made for employees who do not have access to a computer during their normal work days. Each participant will be given a username and unique password sent to them via an email from ModernThink. ModernThink will provide 24/7 access to the survey. During the survey live period, multiple email reminders will be sent to anyone who has not completed the survey.

How long will the survey take?

Because the survey includes some open-ended questions, individual completion times vary, however, it should take most people around 20 minutes to finish.

Will the survey be administered again?

Yes. The University anticipates participating in this survey again in future years.

Can I start the survey and come back to complete it at a later time?

Yes. Your answers will be stored every time you click the "Save and Continue" button at the bottom of each page. You can log in to your survey as many times as you need in order to complete the survey. However, to protect the confidentiality of your responses, you will not be able to log in again once you click the "Submit" button on the last page of the survey. You will not be able to submit responses after the survey is closed on March 18.

Who can I call if I have questions?

On campus, please direct questions to Kathleen Scott (Organizational Excellence 278.5299/kscott@csufresno.edu); Rudy Sanchez (Academic and Institutional Effectiveness) 278.3027/rjsanchez@csufresno.edu) or Chris Hernandez (Institutional Effectiveness 559.278.3334/chhernandez@csufresno.edu)

You can also contact the survey administrator directly at 888.684.4658.