

FAS Staff Engagement Survey Info Sheet

FAS Financial & Administrative Services

Engaged staff support each other's success and advance their organization's mission.

The Basics



12 engagement questions (Q12)

Through rigorous research, Gallup identified 12 core elements (the Q12) that matter most to high performing, engaged teams.

There is no right or wrong answer; **what do these mean to YOU?**

What does engagement mean?

Gallup defines engaged employees as those involved in, enthusiastic about and committed to their work and workplace.

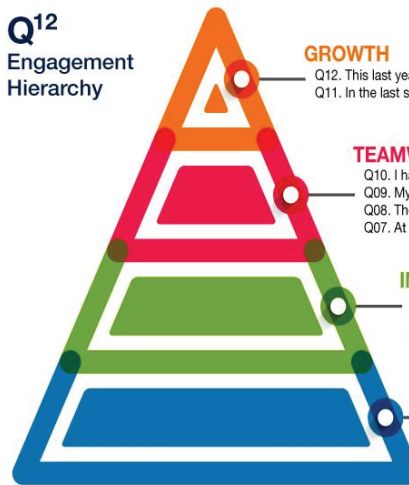
Why does it matter?

We want to be the best place to work. We know engaged employees stay at UCSF, and experience more joy at work.

What is an action plan?

Goals set by FAS teams to make improvements on what is most important to staff, based on survey results.

Q12 Engagement Hierarchy



GROWTH

Q12. This last year, I have had opportunities at work to learn and grow.
Q11. In the last six months, someone at work has talked to me about my progress.

TEAMWORK

Q10. I have a best friend at work.
Q09. My coworkers are committed to doing quality work.
Q08. The mission or purpose of my company makes me feel my job is important.
Q07. At work, my opinions seem to count.

INDIVIDUAL

Q06. There is someone at work who encourages my development.
Q05. My supervisor, or someone at work, seems to care about me as a person.
Q04. In the last 7 days, I've received recognition or praise for doing good work.
Q03. At work, I have the opportunity to do what I do best every day.

BASIC NEEDS

Q02. I have the materials and equipment I need to do my work right.
Q01. I know what is expected of me at work

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Our People

A Sense of Belonging

Belonging is an individual-internal experience; a sense of one's self in relation to a community, organization, or institution.

When staff feel recognized and cared for, when they have opportunities to learn and grow and share their opinions, that creates a sense of belonging.

We measure belonging in the UCSF Staff Employee Engagement Survey through 10 belonging questions (see right), creating the *The Belonging Index*.

<https://devlearning.ucsf.edu/belonging-index>

Fostering "belonging"

The Belonging Index = 10 questions



Engagement*

Q04. In the last 7 days, I have received recognition or praise for doing good work.
Q05. My supervisor or someone at work, seems to care about me.
Q07. At work, my opinions seem to count.
Q12. This last year, I have had opportunities at work to learn and grow



Roadmap

A clear roadmap that helps employees navigate UCSF's complex structure

I know where to find information and resources that I need to be effective

I have a clearly defined path for development and growth



Manager Advocate

Strong support and advocacy from managers to drive growth and progress

My manager or supervisor serves as a strong advocate for our unit/department

My manager or supervisor is consistently trying to help me progress in my role



Unconscious Bias

Breaking unconscious bias and driving respect for diverse backgrounds and viewpoints

I am respected for who I am as a person

I have the same opportunities for advancement as other employees at my organization with similar experience and qualifications

*Extracted from Gallup Q12. Copyright © 2019 Gallup, Inc. All rights reserved.

Learning & Organization Development at UCSF

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More about the survey and FAS results: <https://fas.ucsf.edu/surveys>

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If you have questions about the staff engagement survey, please contact your department's Staff Engagement Ambassador(s) or your manager.

