

# 2018 WVU CULTURE SURVEY FAQs

**MAKE YOUR VOICE HEARD!**

**Participate in the 2018 WVU Culture Survey **October 1.****

## **Q. Why does WVU conduct an annual culture survey?**

**A.** A survey is conducted each year to help measure progress in efforts to shape the University's culture. We seek your input because your opinions matter and things change from year to year. We will use your feedback to build a better, stronger culture at WVU. The survey results will help us measure strengths, identify opportunities and measure the effectiveness of the initiatives we put in place.

## **Q. Who administers the survey?**

**A.** To protect employee anonymity and confidentiality, Senn Delaney, a third-party firm specializing in culture shaping, is conducting the survey on behalf of WVU.

## **Q. Who is receiving the survey?**

**A.** All benefits-eligible faculty and staff employed by the University as of August 20, 2018, across WVU's Morgantown, Beckley and Keyser campuses will be invited to participate in the survey.

## **Q. When will the 2018 survey roll out?**

**A.** The survey will begin on Monday, October 1, and run through Monday, October 15, at 8 p.m. Watch your inbox on October 1 for email from [surveyfeedback@senndelaney.com](mailto:surveyfeedback@senndelaney.com) inviting you to participate in the survey.

## **Q. Why should I participate?**

Your opinions matter, and your responses help the University identify areas that need attention. Higher survey response rates give us a better understanding of employee opinions and needs. Please take advantage of the opportunity to make your voice heard.

## **Q. When you say campus "culture," what are some of the things you are evaluating?**

**A.** The survey is used to define the current state of WVU's culture, including the values and habits of employees as well as how we work with each other, our customers and key stakeholders.

## **Q. What are the key characteristics of culture the survey evaluates?**

**A.** The survey evaluates seven key characteristics of culture:

- Alignment
- Performance Orientation
- Teamwork
- Collaboration and Openness to Change
- Ethics and Integrity
- Organizational Health (Openness, Trust and Positive Energy)
- Service/Commitment to Others

## **Q. What information is provided to Senn Delaney about me?**

**A.** WVU provides Senn Delaney your name, title, email address, division or unit and whether you are considered faculty or non-faculty. This information allows Senn Delaney to provide employees with unique passwords to access the survey, which ensures each employee takes the survey only once. This information also enables Senn Delaney to register responses under the correct college or division and categorize employees as faculty or non-faculty.

This means no one's responses can be tracked back to a particular person, and individual responses will be combined together and reported as a group.

## **Q. Are my responses anonymous? Who will know if I have responded?**

**A.** Yes. All survey responses are anonymous. To ensure anonymity, no one from WVU will know who has or hasn't participated in the survey. Only an aggregate of how many total employees participated in individual colleges and divisions will be reported to the University. No individually identifying information will be provided to WVU.

## **Q. Will my manager or others see my answers?**

**A.** At no time will anyone be given information to link individuals to survey responses. The University will receive the results in aggregate form only.

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**Q. Do I have to complete the survey?**

**A.** No. However, your participation in the survey is highly encouraged. It is important to make your voice be heard. Your feedback will help WVU take action that will create a higher-performing organization and make the University a better place to work. We can't look for solutions if we don't know there are challenges.

**Q. Are there different questions for different employees?**

**A.** No. All employees will receive the same questions.

**Q. How long is the survey? How long will it take to complete?**

**A.** The survey includes 57 questions and takes less than 10 minutes to complete.

**Q. Will I know the results of the survey?**

**A.** Yes. Results from the faculty and staff who take the survey will be reported to WVU from both an organizational perspective as well as from a divisional perspective and shared with the campus community in spring 2019.

**Q. What if I don't have regular access to a computer to take the survey?**

**A.** All of WVU's Morgantown library locations (Downtown, Evansdale, Health Sciences and Law) have public access computers available to employees. Enter your WVU login information to access these computers. For faculty and staff at the WVU Beckley campus, the Tech Library has public access computers. Similarly, the Mary F. Shipper Library at the WVU Potomac State campus also has public access computers.

**Note:** The survey is accessible via a mobile device (e.g., smartphone or tablet); however, this experience is not recommended due to potential difficulty in viewing the survey text on a smaller screen.

**Q. Can I take the survey during normal working hours?**

**A.** Yes. It is OK to take the survey during normal work hours.

**Q. How should I respond to the survey questions?**

**A.** There are no right or wrong answers. Report your impressions, regardless of why you have them, regarding your current job assignment or position at WVU. The survey contains a series of statements. You will indicate the extent to which you agree or disagree with each by clicking on the appropriate response. Response choices range from strongly disagree to strongly agree. If you are neutral (i.e., sometimes agree and sometimes disagree with a statement), or if you partly agree or partly disagree, choose neither agree or disagree. If you feel that you are not able to respond to an item, choose "don't know."

**Q. What were the results of last year's survey?**

Visit the [Bureaucracy Busters](#) website to view the [Campus Conversation](#) focused on the 2017 survey results as well as the [presentation material](#) and a [summary](#) of the aggregate results.

Our 2017 strengths included an overwhelming sense of pride, a student-focused faculty and staff population, and high expectations for performance. People enjoy working here.

We also found ways to bolster our efforts through better recognition and reward for high performance as well as better employee coaching and feedback. The University has put initiatives in place based on this feedback. Examples include:

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- Aligning faculty and staff compensation closer to market-competitive levels
- Enhancing the New Employee Orientation and Onboarding program
- Piloting an Upward Feedback process to promote supervisors' personal and professional development
- Expanding the Go Beyond Recognition program across the WVU System and upgrading the platform
- Developing an employee Code of Conduct

**Q. Who do I contact if I have questions about this survey?**

**A.** For technical questions about access to the survey, please respond back to your email from Senn Delaney ([surveyfeedback@senndelaney.com](mailto:surveyfeedback@senndelaney.com)). For questions that apply to WVU, please email [WVUCultureSurvey@mail.wvu.edu](mailto:WVUCultureSurvey@mail.wvu.edu).