

Staff Survey 2024
YOUR VOICE MATTERS!

Frequently Asked Questions

When will the survey take place?

The survey will open on Monday 4th November 2024 and will close on Monday 2nd December 2024 at 5pm.

Who will be carrying out the Survey?

The survey will be carried out by an external provider. Peachy Mondays successfully carried out the 2022 survey and following a full procurement exercise have been chosen to undertake the survey for a second time.

How do I know my information will be confidential and anonymous?

Peachy Mondays work to very high standards to ensure that your information and responses are confidential. They are accredited under ISO/IEC 27001 and they are bound by the General Data Protection Regulation (GDPR). Peachy Mondays are legally bound to ensure that your responses to the survey will never be linked to you as an individual.

Any results that are communicated to the University are based on groups of more than 5. Results which report responses of less than 5 will be rolled up to the next level e.g. if there were only 3 responses from Technicians in a particular School, they would be reported in the results for all technicians within the University and in the general results for all staff within the School. However, their results will not be reported in a specific category of technicians within their School to ensure that they cannot be identified. This will be the same for small numbers within any of the demographic groups – your opinions will always be included but they may need to be rolled up into the next level results to protect your anonymity.

Why should I complete the survey?

Your voice matters! It is extremely important to the University that you have your say. It is very important to get a good response rate, both for the University as a whole and within individual areas of work, to inform meaningful action planning.

A low response rate means the data on which to base decisions and plans won't be as reliable. The higher the response rate the more likely the views will be representative of all staff and provide a 'true' picture of the overall perceptions - whether positive or negative.

The average response rate for Staff Surveys within the HE Sector is 68%. In 2022 the University had a response rate of 51%. We are aiming to improve on our response rate, with at least 50% from each School and Directorate. This will give us a robust and reliable set of results on which we can all make decisions.

Who will be able to take part in the survey?

All staff, other than those on casual contracts and honorary staff, will be invited to take part in the survey. Due to cut off deadlines for getting the staffing information to Peachy Mondays, 'all staff' will include staff employed on 1st October 2024. The University intends to undertake a major staff survey every two years so there will be the opportunity to take part in the next survey for those who miss the cut off this time round. However, all staff can become involved in the discussions regarding the results and action planning that will follow.

How can I complete the Staff Survey?

You can complete the survey digitally using a range of devices such as desktop computers, laptops, smartphones or tablets.

Those staff with a work email address will receive a personal invite to participate from Peachy Mondays to enable them to complete the on-line survey. The online survey can be completed on your phone, on your tablet or using a computer. A link will also be posted on MyHR. In addition, there will be posters around campus containing a QR code linked to a Staff Survey Landing Page. You will be asked to enter your Staff ID to verify you are a member of staff but the results received by the University will be anonymous. Your 8-digit staff ID number can be found on your Staff ID Badge or on your payslip.

Staff in Estates and Facilities who do not regularly access their work email can get access to the survey from Kiosk Laptops which will be available from your Supervisor at certain times during the survey window. These laptops will be directly linked to the survey Landing Page. If you are using the kiosk laptops you will need to complete the survey in one sitting.

How will I know that the Survey invite is not a Phishing e-mail?

The e-mail invite that you receive from Peachy Mondays to complete the survey will be sent out on 4th November 2024 and come from the following address:

messenger@peachymondays.com

It will be entitled “Staff Survey 2024 – Invitation to participate” and will contain a secure link to the survey and your own individual passcode. **Peachy Mondays will never ask you for the password to your university account.**

Do I have to answer all the questions in the survey?

You do have to answer all the questions in the survey but there will be the option to choose “Prefer Not to Say”, if you would prefer not to share sensitive information. However, it would be helpful if you can fully answer as many of the demographic questions as possible as that allows us as a community to understand the views of different groups of staff. It will also highlight which, if any, issues are more prevalent for particular groups helping us to review and develop policies to address these. This is why the survey asks for personal information, but you can be absolutely sure that this information will remain anonymous and that you cannot be identified.

How long will it take me to complete the survey?

It should take you approximately 15 minutes to complete the survey.

Who decides what questions are asked in the Staff Survey?

The Staff Survey Working Group is composed of both staff and campus trade union representatives¹. The Group reviewed feedback as well as the questions and format of the 2022 survey. As a result of this review there were a number of changes recommended and implemented for the 2024 survey. These are explained in more detail below.

Why has the survey moved to a 5-point scale?

Following feedback, we have changed from the 4-point scale used previously to one which includes a ‘neither agree nor disagree’ option. The 5-point scale is also predominately used by other Higher Education Institutions and the change will allow us to more accurately benchmark our results against others in the sector.

¹ Karl Leydecker (Chair), David Anderson, Linda Engles, Garry Fisher, Amanda Lee, Jody McKenzie, Brian Paterson, Jennifer Phillips, Karen Scaife, Hulda Sveinsdottir, Ben Tatler, William Tocher, Sam Waldram

Why have some of the questions for the 2024 survey changed?

The majority of the questions in the 2024 survey are the same as those in the previous survey. Peachy Mondays have a set of questions that can be benchmarked against other institutions in the Higher Education sector. Some of the University's questions have been reworded slightly to ensure that the benchmarking is meaningful. We have included some extra questions and deleted others which were no longer relevant. A new feature in the Peachy Mondays software has also allowed us to include additional open text questions for staff to expand on their experiences relating to workload, and bullying, harassment and discrimination.

Do I have to complete the survey in one sitting?

If you are using a kiosk laptop you will have to complete the survey in one sitting.

If you are using your university computer or your own personal device, you do not have to complete the survey all in one sitting. Using the link sent to you by Peachy Mondays you can sign in multiple times if you don't have time to complete the survey all at once. **Please note however, that you do need to use the same device to complete the survey if you want your previous answers to be saved.**

I can't access my work e-mail account. How can I complete the survey?

If you have forgotten the password for your University e-mail account you can reset it using the Self Service Password (SSPR) service. The link to the service is: [IT Account: Password Reset | University Systems and Software | Toolkit | The University of Aberdeen \(abdn.ac.uk\)](#)

Alternatively, you can access via the URL link on MyHR, via QR codes on campus posters, or if you work in Estates and Facilities on kiosk laptops via your Supervisor.

Will I be able to complete the survey in work time?

Yes. It is important to the University that as many people as possible complete the survey. Managers have been advised that all staff should be given time to complete the survey in work time.

Can I complete the survey at home?

Yes. The survey can be completed at home or work.

Do I complete the survey more than once if I have more than one role within the University?

No. You should only complete one survey. If you have more than one role within the University you should complete the survey in respect of your main role. You will however be invited, in the open text questions, to highlight any issues where you believe there is a big differential between what you have answered for your primary role and what you would have answered for your secondary role.

Will I get reminders if I forget to complete the survey?

Yes. Peachy Mondays will e-mail regular reminders to staff who have not completed the survey.

Will the University know if I have/have not completed the survey?

No. Only Peachy Mondays know who has completed the survey and they do not share this information with the University. This is why reminder e-mails come direct from Peachy Mondays.

When will I know the results of the survey?

The high-level results will be published prior to the Winter break. A second set of results will be available early in the New Year. These will be more comprehensive and in-depth, containing the analysis of the open text questions which are included in the survey. These results will help to initiate the required action planning.

How does Peachy Mondays anonymous messaging work?

One of the features of the Peachy Mondays platform is anonymous 2-way messaging known as *Targeted Anonymous Dialogue*[™]. This allows the University to follow up on individual or group responses without knowing the identity of respondents. This will only be used in the event that an individual's comments require urgent signposting to support services.

What will be done with the results of the survey?

The results from the survey will be used to identify areas which need to be addressed across the University and within individual Schools/Directorates. Local Wellbeing Action Plans will be compiled, utilising the staff survey results, following consultation with Campus Trade Unions and staff groups. These will be published to update staff and progress against them will be reported at specified intervals.

Who can I ask if I have a question?

If you have a general query regarding the survey you can contact Sam Waldram, Senior HR Partner (Organisational Development) at sam.waldram@abdn.ac.uk

If you have a query regarding completing the survey, or your link, you should contact Peachy Mondays direct at support@peachymondays.com.