

## FREQUENTLY ASKED QUESTIONS

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### WHY HAVE WE DONE A STAFF SURVEY?

Our staff are our most valuable asset. If we are to meet our ambitious Manchester 2020 goals, we need to ensure that the people who work here feel encouraged, valued and motivated.

The main way we can measure whether this is the case, is by asking you for your feedback about your experience of working here.

We will do this through the Staff Survey 2013. The results will show the University's Senior Leadership Team how you feel about working here, what you enjoy and which areas need some improvement.

### HOW WILL YOU MEASURE THE LEVEL OF STAFF SATISFACTION?

There are specific questions in the survey expressly designed for this purpose. The Staff Survey 2013 also incorporates questions from the Staff Stress Survey.

### WHO RAN THE STAFF SURVEY?

The survey is being managed by the Staff Survey Steering Group which is being led by Professor Martin Humphries, Vice-President and Dean for the Faculty of Life Sciences. A range of staff from across the University are represented on the group. A Staff Survey Project Group has also been set up to carry out the day to day planning and management of the survey process. An external company, Capita, was appointed to administer the survey on our behalf.

### WHY HAVE WE USED AN EXTERNAL COMPANY TO ADMINISTER THE SURVEY?

We want you to give us honest and open answers to the questions we're asking. We've decided to use an external company to administer the survey because this means that no-one from the University will be able to see who has completed the survey, or the answers they have given.

Some staff have been concerned in the past that they could be identified by the answers they give – which leads to them either not completing the survey, or modifying the answers they give. By using an external company you can be absolutely sure that your answers will be totally anonymous and treated in confidence.

### WHICH GROUPS OF STAFF ARE BEING SURVEYED?

Around 9,600 members of staff were asked to complete the survey. These are both full-time and part-time staff who make up the majority of our workforce. Staff that joined the University on, or after, 1 January 2013 were not included in the Staff Survey 2013.

## WHAT WILL HAPPEN TO THE PAPER QUESTIONNAIRES AFTER THE SURVEY HAS BEEN COMPLETED?

They are kept for three months by Capita for internal quality checking and auditing. They are then sent for confidential recycling.

## WHAT HAPPENED TO MY SURVEY AFTER I SUBMITTED IT?

Now that the data has been analysed and aggregated, Capita has provided reports of the results as requested by the Staff Survey Steering Group.

## WHEN WILL I GET TO SEE THE RESULTS OF THE SURVEY?

The University-wide results have now been published on StaffNet. Your senior manager will share your local results with you as appropriate around that time. In teams where there are small numbers of staff, the results will not be shared with local managers, as this might compromise the confidentiality of those individuals who completed the survey.

## HOW WILL THE SURVEY RESULTS BE USED?

The results will be used to create University-wide and local action plans to address issues and concerns raised. They will also be used to benchmark against other higher education institutions which Capita have surveyed in 2012/2013.

## WHY DO WE WANT TO BENCHMARK AGAINST OTHER UNIVERSITIES?

Benchmarking enables us to see how we are performing in terms of staff satisfaction in relation to other higher education institutions. This will help us to gauge our performance. Because Capita have carried out similar surveys with other higher education organisations, we will be able to benchmark against these.

## WHAT WILL HAPPEN WITH THE RESULTS?

The University-wide results have already been sent to the Senior Leadership Team for review. The data is now being cascaded within Faculties and the PSS, Library and Visitor Attractions for consultation. Seven action plans will be generated as a result (one for each Faculty, one for the PSS, one for the Library and Visitor Attractions and a University-wide action plan). All plans will be published by mid-September and it is our intention to commence actions in September 2013.

## WHO WILL BE RESPONSIBLE FOR PUTTING TOGETHER LOCAL ACTION PLANS?

These will be co-ordinated by the Deputy President and Vice-Chancellor, the Vice-President, the Deans and the Registrar, Secretary and Chief Operating Officer.

#### HOW CAN WE CHECK THE DELIVERY OF PROGRESS ON THE ACTION PLANS?

The Senior Leadership Team is committed to keeping you informed about the University-wide action plan and its progress. You will be updated regularly via StaffNet News, eUpdate, Staff Update and other local communications channels where these exist. The Staff Survey Steering Group will continue to meet to ensure that the planned actions are delivered.

#### HOW WILL THE PROGRESS OF THE LOCAL ACTION PLANS BE COMMUNICATED?

The Staff Survey Steering Group will continue to monitor the progress of the action plans on an ongoing basis. This group will also plan ongoing communications to keep staff informed of progress.

#### WHO WILL CHECK THE LOCAL ACTION PLANS TO ENSURE THAT ALL ISSUES RAISED IN THE SURVEY HAVE BEEN RESOLVED?

The University Senior Leadership Team will sign off local action plans in the first instance, and then the Steering Group will continue to meet to monitor progress against plan. Part of this exercise will be to review whether all issues have been covered appropriately.

#### WHO WILL ACTUALLY IMPLEMENT LOCAL ACTIONS?

That will have to be determined locally as it will depend on what the actions are.

#### HOW WILL LOCAL ACTIONS BE MEASURED?

Action plans will give an indication of what success looks like – so they will be measured against their own specified outcomes.