2017 Middlebury Employee Engagement Survey
Frequently Asked Questions

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1. Why is Middlebury conducting an institution-wide survey of our employees?

There are a number of reasons for why we are doing this now:

1. To establish a baseline of data to measure ourselves against so we can accurately plan, meet the needs of employees, and support our mission, vision and goals.

2. To provide areas and departments with baseline data to help create the best workplace possible.
3. To continue to build on the good work that has come from various surveys (Staff Council in VT and Staff Advisory team in Monterey adminstered surveys that have led to recommendations for enhanced professional development and improved communication; faculty surveys that have led to improved governance) and to build on the surveys and focus groups from the Envisioning Middlebury process (Directions, Connections, & Facilitated Conversations).
4. To hear your voice and other voices from all across the institution on the same issues.
5. To further inform our strategic planning process and identify the environment required to align with our principles and reach our goals.

Our goal is to help build an even stronger institution and create the best possible place to work.

2. Who is eligible to participate in the survey?

All benefits eligible employees can participate. Additional opportunities will be provided in the future for non-benefit eligible employees to provide feedback and participate in the dialogue.

3. Why is now the right time for this survey?

Now more than ever, we need to understand what factors are important to our employees. Middlebury is committed to our PEOPLE and our COMMUNITY, and it is important that we hear from employees about our work environment.

The survey will also provide a starting point (or baseline) for future input from employees on Middlebury's priorities and needs. The feedback opportunities provided by the survey will be in the form of a continuous process, not a singular event. This survey will help inform our strategic planning process.

4. Why did we select ModernThink to administer the survey?

ModernThink LLC is a nationally recognized organization specializing in surveys of this kind for higher education. The higher education benchmark data ModernThink will provide will give us valuable insight into how we compare to other schools across the nation.

5. How was the survey process designed?

ModernThink worked in consultation with a team at Middlebury to customize the survey. The team, led by Karen Miller, also includes Adela Langrock, Laura Carotenuto, and Sheila Cameron from our Vermont campus and Melissa Sorenson from our Monterey campus. ModernThink will continue to work with the team to administer the survey, ensure confidentiality, and aid in the dissemination of the results.

6. What areas will the survey focus on?

The survey statements solicit feedback on a broad range of topics focused around the following themes:

Job Satisfaction/Support	Shared Governance
Teaching Environment	Pride
Professional Development	Supervisor/Department Chairs
Compensation and Benefits	Work/Life Balance
Facilities	Senior Leadership
Policies, Resources and Efficiency	Faculty, Administration, and Staff Relations
Collaboration	Communication
Respect and Appreciation	Fairness

In addition to the 60 core survey statements, the team identified additional statements that will focus on institution-specific initiatives.

7. How much time will it take to complete the survey? How long is the survey? What is the format?

The online survey should take approximately 15-20 minutes to complete. If you are unable to complete the survey after you begin, you will have the option to save your responses and access them later. Since this a work related activity, it should be completed during your regular work time. Supervisors are expected to support their staff members and schedule time as needed to complete this survey.

The survey consists of statements that employees/faculty respond to using a five-point agreement scale (*Strongly Agree, Agree, Sometimes Agree/Sometimes Disagree, Disagree, Strongly Disagree*). Additionally, there is a *Not Applicable* response option. The survey instrument also includes item benefits satisfaction component and open-ended questions.

There are several demographic questions at the end of the survey *(Gender, Age, Job Category, etc)*. Respondents are encouraged to provide responses, however you have the option of skipping any of the demographic questions if you have concerns regarding the anonymity of your responses. (See also "Are my survey responses confidential?" below.)

8. Why is my participation important?

First, as an employee of Middlebury, your voice matters. Second, higher response rates give a more accurate picture of Middlebury overall and by area. This is a significant opportunity for you to share your ideas, opinions, and solutions by participating in the survey and influence the action planning that will follow.

9. Is my participation in this survey optional?

Yes, participation is voluntary.

10. How do I take the survey?

You will receive an email invitation to take the survey hosted on ModernThink's secure website. It will come from surveys@modernthink.net, not a middlebury.edu address, so please know you can trust the sender. The survey is available for two weeks, but we may be extend the window depending on the response rate.

You will be asked to enter a username and password, which will be provided in an e-mail invitation sent to you directly by ModernThink.

You may take the survey at any time, 24 hours a day, and 7 days a week. Internet access is required. Employees taking the survey can use the same workstation, as long as each person properly logs into, and out of, the survey.

11. Are my survey responses confidential?

The purpose of the survey is to get honest feedback. We are using an external partner (ModernThink) to administer the survey. It is web-based and automated with a secure internet connection.

Each employee will receive an email invitation from ModernThink to participate in the survey. Once you click on the survey link, you will go directly to ModernThink's website. Middlebury will not have access to the survey responses, nor will we receive a database of the submitted

responses.   Your responses will be submitted directly to ModernThink's database, and ModernThink will do all processing. You will not be asked for your name on the survey. The email will include unique password information for each user. This information is stored on the ModernThink server and will only be used to send reminders to those who have yet to submit their survey.

At no point will your manager or any other employee see your individual survey results; all results are combined and reported back to Middlebury in the aggregate/grouped format. No one at Middlebury will know if or how you personally responded.

12. Can't my email address be used to track my responses?

No. The survey is completed on ModernThink's private server. The email address is only used to access the survey and to ensure that only one survey is completed per employee. Emails are purged from ModernThink' s system once the survey project has been completed.

13. Why are demographics asked on the survey?

The demographic information (i.e. *Gender, Age, Job Role, School*, etc.) will help ModernThink better understand the patterns and themes in the survey data. As the confidentiality of your responses is critical, ModernThink will not report your individual demographic data. Group demographic data will only be reported when there are five or more respondents in a particular group. Although the demographics are an optional component of the survey, you are strongly encouraged to provide this information.

14. Once I start the survey, can I access it again?

Your answers will be stored each time you select the SAVE & CONTINUE button at the bottom of a survey page. If you are interrupted, you can come back to the survey. You will need to log on to the ModernThink survey site to re-access the survey. To protect your confidentiality, you will not be able to access the survey after you click the SUBMIT button on the last page of the survey.

15. What if I have a problem accessing the survey site?

For technical questions or problems with the survey site please contact ModernThink at (888) 684-4658 or surveys@modernthink.com, M-F 9:00 a.m.-5:00 p.m. EST. After hours, leave a message and your call will be returned as promptly as possible.

16. How many employees we need to respond to the survey to get the data we need?

While a 100% response rate is not necessary, we like to see as high a response rate as possible. Average response rates for ModernThink surveys typically range between 40% and 65%. During the time that the survey is available, we will be sharing our response rate with the community at large. We hope that each of you will use this information and opportunity to encourage your colleagues to participate.

17. Once all the results are received, what's next?

We are committed to gathering feedback, identifying and prioritizing areas of action, sharing the findings with you, and developing follow-up plans to address your concerns.

18. How often will this type of survey occur?

While the formal timeline for the next survey is not yet established, our goal is to repeat this survey every two years. This year's results will provide us with important baseline data so that we chart our progress moving forward.

19. Whom can I contact with additional questions about the employee survey?

If you have any questions, concerns or suggestions regarding the survey and/or the survey process, please do not hesitate to contact Karen Miller, VP for Human Resources, at karenm@middlebury.edu or 802-443-5275 or ModernThink Project Manager Karen Kukulka at (888) 684-4658 or kkukulka@modernthink.com.

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