



Frequently Asked Questions

Why are we running this Survey?

We've made a commitment to all of our people working at Queen's University: to listen to what you have to say. We want to find out what you like about working here, and also where we can make improvements to the employee experience.

The Staff Survey is your opportunity to tell us about your experience working at Queen's. It provides the big picture: an insight into the type of experience our people have as employees of Queen's University, highlighting the positive aspects as well as the areas where we need to improve. It will give us a sense of how well we are doing overall – and in comparison to other institutions within the sector.

Our Staff Survey plays a vital role in achieving this, allowing us to ask you for anonymous feedback on all aspects of life at Queen's.

We want to understand how working at Queen's compares to other Universities, and to see how your experience has changed since the last survey in 2016.

Do I have to complete the Survey?

It's not compulsory to complete the Survey, but we strongly encourage you to take the opportunity to tell us what you think and make your voice heard.

It's only by completing the Survey honestly – telling us what's good about working here and also what needs to improve – that we can work with you to shape the employee experience at Queen's.

How do I take part and how long is the Survey running for?

The survey is being administered by an independent research agency, [ORC International](#) on behalf of Queen's. Each employee will receive an email from ORC International on **Friday 29 March** with a unique survey link. You should click this link and follow instructions to complete the survey.

If you don't usually use a computer at work, you'll receive a paper survey. You can complete this in your own time and return it for free directly to ORC International using the pre-paid envelope enclosed.

The Survey launches on **Friday 29 March** and will run until 5pm on **Thursday 18 April**. You will not be able to send a response after this deadline.

Is everyone asked the same questions?

Yes, all members of staff answer the same questions.

What if a question does not apply to me?

The Survey has been designed to ensure that questions will be applicable to most employees. If you do feel that a question is not relevant to you, or indeed, if you do not know the answer, you can skip over this question and continue on with the rest of the Survey.

Who are ORC International?

ORC International is a global research organisation established in 1938. They specialise in many areas of market research including employee surveys and have ran surveys in universities across the UK. You can check visit their [website](#) for more information.

How can I be sure my responses will be confidential?

We do not ask for your name when responding, but do ask for some demographic information including age, length of service, caring and childcare responsibilities and whether or not you have line management responsibilities in your role. This information is gathered because we know that certain factors can impact on the employee experience and your responses will help us to understand what factors influence a positive working experience at Queen's.

We ask you to tell us what department you work in to allow us to identify any areas where engagement is particularly high or low, and to understand the reasons for this.

Answers to some of the questions will be regarded as personal data. [ORC International's Privacy Policy](#) tells you how ORC International keeps personal data safe and who to contact to exercise your rights of control.

Please be assured that all of the responses you provide are sent directly to ORC and no member of Queen's staff – including your line manager – will ever have access to those results. The survey results and data are reported only in aggregate groups and even if you are the only person who is of a particular age, in a particular role, in a particular department, the results and reports will not identify you. Instead, the results will be shown for example, by age across the organisation, or if there are enough returns, age and role, or by role in the department.

How long will it take? Can I complete it in stages or does it need to be completed in one sitting?

The Survey will take **no longer than 15 minutes** to complete. You can stop and log out at any point, saving your progress. When you're ready, log back in and complete the Survey.

Do I have to use my work computer to complete the Survey?

No, the Survey can be completed anywhere and on any PC, tablet or mobile device that has Internet access. It works on all Internet browsers.

Where can I go for more info or support?

For general enquiries about the Survey, you can email haveyoursay@qub.ac.uk or contact your [Staff Forum Representative](#). For technical questions, please contact ORC on QUBStaffSurvey@orcsurvey.co.uk