

# Engagement Ambassador Survey Primer

## Why We Measure Engagement

- **Why is staff engagement important?**  
Research conducted by Gallup shows that high levels of employee engagement link directly to positive organizational outcomes. Engaged employees have opportunities to do what they do best every day and they feel a sense of belonging at work. Sustained action planning creates trust, momentum, and increased engagement.
- **Why should I participate in the Engagement Survey?**  
Sharing your thoughts about your work helps drive real change. It is one of the best ways we have to voice our opinions confidentially with the goal of improving our own work lives, those of our colleagues, and UCSF overall.

## The Role of the Engagement Ambassador

- Nominated by their managers, Ambassadors commit to serving one year, but we welcome people serving in this role for multiple years.
- As an ambassador, you play a role in fostering team engagement year-round by providing peer guidance, supporting managers with action planning, serving as trusted advocates, and collecting valuable feedback from your team and sharing it with the L&OD team.
- When it's survey season, you provide valuable, local survey support. Your colleagues know and trust you; you can answer staff questions and concerns and promote participation.

## What You Should Know About the Survey

- Everyone's voice counts; we want to hear from all staff. UCSF takes these survey results seriously across the organization. We can only interpret results from staff who participate.
- Ensure confidentiality – Gallup NEVER shares individual responses. UCSF doesn't know who specifically takes the survey or what their responses are.
- Staff from UCSF Campus, Health, Benioff Children's Hospitals (SF & Oakland) and UCSF Benioff Children's Physicians who were in payroll as of 1/12/2022 will be invited to take the survey.
- No report is generated unless there are 5 or more respondents.
- Gallup sends automatic reminders to staff who have not completed the survey. Those reminders are scheduled for: 4/15, 4/19, 4/22, 4/26, 4/29, 5/3, and 5/6.
- The 2022 Staff Engagement survey includes the following items: Gallup's Q12 items, 3 Accountability items related to previous engagement efforts at the team level, 6 items related to the Belonging Index, 4 items related to intent to stay at UCSF, one open-ended item, and 10 self-selected demographic items. Staff also are asked if they would recommend UCSF as a place to work. UCSF Clinical staff respond to additional items related to Patient Experience and recommending UCSF Health to friends and family.

## What You Can Do to Support the Survey

- Print (if onsite) and distribute/display survey poster
- Add the survey dates on team's calendar
- Check your team's participation rate during the survey and share with the team.
- Remind people to participate – and thank them for doing so!
- Partner with your manager; share resources such as survey FAQs, trust toolkit, online resources, etc.

## What You Can Do to Support Year-Round Engagement

- Leverage common touchpoints such as meetings and huddles to share information and answer questions.
- Attend Engagement Ambassador quarterly summits and share best practices with other ambassadors.
- Action planning isn't done once. Find opportunities to bring the team back to its own ideas of how to improve engagement and hold each other accountable.

Access Ambassador resources online at: <https://devlearning.ucsf.edu/ambassadors>.