

## Values in Practice Engagement Survey



## Frequently Asked Questions for the Values in Practice (VIP) Survey July 2019

### 1. What is the new Values in Practice (VIP) Engagement Survey?

Our new engagement survey is called Values in Practice (VIP) because we want your feedback on how well we are living out the UT Southwestern values – excellence, innovation, teamwork, and compassion – in everyday practice. Each of the validated survey items is linked to a value, and feedback from the survey will help us understand specific actions we can all take to make UT Southwestern an even better place to work.

### 2. When will the first VIP Engagement Survey be available?

The annual survey window will be open July 15-26. We are committed to fostering a culture of more continuous feedback and action taking; therefore, we will be conducting pulse surveys each subsequent four months for managers to follow up on progress and understand new areas for focus.

### 3. How long will it take to complete the VIP Engagement Survey?

It will only take approximately 5-7 minutes to complete the VIP Engagement Survey.

### 4. Who is administering the VIP Engagement Survey?

We are using a third-party vendor, Glint, to administer the survey to ensure employees' comfort with the confidentiality of data collection and reporting. UTSW Organizational Development & Training (OD&T) will be managing the VIP Engagement Survey process and can be reached for any questions you may have at [odt@utsouthwestern.edu](mailto:odt@utsouthwestern.edu).

### 5. Are my responses confidential?

Yes, your responses are strictly confidential and leadership takes that commitment very seriously. Glint will send you an email with your survey link and will also send reminder emails to encourage participation. While UT Southwestern has visibility to overall response rates, there is absolutely no individual information regarding who has responded and who has not.

After the survey closes, Glint will average responses by work group and – to maintain confidentiality – will only provide reports for groups with more than five responses. If your group has fewer than five people or there are not at least five respondents, the group's data will roll up into the next level of the organization. We are committed to ensuring your confidentiality and confidence in participating in the survey. If you have specific questions, please don't hesitate to contact Suzanne Farmer, AVP of OD and Training, at [suzanne.farmer@utsouthwestern.edu](mailto:suzanne.farmer@utsouthwestern.edu).

- 6. Who will be participating in the VIP Engagement Survey?**  
All regular, nonfaculty UT Southwestern employees and PRN employees who work in our University Hospitals.
- 7. What if I experience technical difficulties in completing the VIP Engagement Survey?**  
Contact Glint Support at [support@glintinc.com](mailto:support@glintinc.com).
- 8. Do I have to log in to take the survey?**  
No, there is no login required to take the survey. Click on “Get Started” in your survey email you receive from Glint to complete the survey.
- 9. Can I start my survey and complete it later?**  
Yes, the Glint survey will automatically save your answers and you simply click on your same link to complete the survey later.
- 10. I accidentally submitted my survey/would like to change my answers, can you help?**  
Yes. Glint can reset the survey, which clears out all answers and comments. Contact [support@glintinc.com](mailto:support@glintinc.com).
- 11. How can I complete the VIP Engagement Survey if English is not my primary language?**  
The VIP Engagement Survey will be offered in English, Spanish, and Chinese. You can select any of them by clicking the language option at the survey landing page.
- 12. What if I do not have a workplace computer to take the VIP Engagement Survey?**  
The VIP Engagement Survey can be accessed from your cellphone, tablet, or at dedicated kiosks located at select facilities management and hospital service department campus locations. Log in to the survey using your employee ID and birth year. (Facilities Management Building/Break Room, PO; CUH, MMB Conference Room; Zale, CRI Conference Room)
- 13. How many questions are in the July VIP Engagement Survey?**  
The VIP Engagement Survey contains 31 items and one open-ended question.
- 14. Will our UTSW responses be benchmarked and if so, where?**  
Our UT Southwestern results will be benchmarked internally and to other academic medical centers across the nation.
- 15. When will the survey results be made available?**  
Access to view results in the Glint dashboard will be provided a few weeks after survey completion, in mid-August.