What is the survey all about?
The Staff Survey questionnaire has been designed to gather your views about your University. It provides an opportunity for you to voice your opinion and influence organisational improvements that are relevant to you.

How will the survey results be used?
Your University will use the results to inform improvements in the working environment. They will also support the strategy consultation process taking place from October 2015.

Who is running the survey?
CAPITA Surveys & Research is running the survey on behalf of your University. We are a leading survey, HR research and consultancy organisation and have supported over 60 other universities to undertake a staff survey.

Will the survey be anonymous?
The survey will be conducted in line with the Data Protection Act and the Market Research Society’s Code of Conduct. The results of the survey will be provided back to the University only in an aggregated format to ensure that no one can be identified in the results. No one in your University will be allowed access to the data or any of the completed questionnaires.

Will the survey be a paper questionnaire or an e-survey?
Your University has decided to give staff the chance to either complete a survey online or as a paper questionnaire. Anyone who has a work email address will be invited to participate in an e-survey. Those who do not have an email address will be sent a paper version of the questionnaire. You can also complete the survey over the telephone, using the Freephone number 0800 587 3115.

What if I prefer to complete a paper questionnaire?
No problem. Just contact us using the link on the e-survey to request one or call us on our Freephone number 0800 587 3115 and we’ll send you one.

I don’t have private access to a computer at work – could I complete it on line from home?
Yes. Just type in the link displayed on the front of the questionnaire into your browser. When prompted enter your user code to gain access to the survey.

If you’ve got my email address, how can the survey be anonymous?
We need to ensure we can communicate directly with all staff in the University and send you your unique secure user code. Your email addresses will not be used for any other purpose. It will never be linked to your survey responses or used in any reports. Your email address will be deleted at the end of the survey.

Will we receive reminders about completing the survey?
Yes. We have put in place a reminder regime and will contact you at regular intervals during the survey live period if you haven’t completed a questionnaire.

What if I lose my email invite?
Contact our survey Freephone helpline 0800 587 3115 and we’ll send you another email with your user code.

How secure is the e-survey? Where will the data be stored?
Very! All our surveys have a secure sockets layer (SSL) certificate. You will be able to see the padlock that indicates this at the bottom of your computer screen. Everyone will have their own unique user code so only you can access or see your questionnaire and your responses. The data will be stored on a secure Capita server; no one in the University will have access to it.

How long does it take to complete the survey?
The majority of questions require tick box answers and should take approximately 10 minutes to complete. However, it will also depend on how much you wish to write in the comments boxes provided.

Do I have to complete the e-survey all in one go?
No. You can keep coming back to the questionnaire as many times as you wish. Your responses are saved each time you exit the survey site, so you can pick up where you left off each time you re-join the site.

How do I know how far I’ve got in the e-survey?
The survey is split into question blocks. As some question blocks are longer than others we have also included an indicator bar too which shows the percentage of the questionnaire you have completed.

What if I think I’ve made a mistake, can I go back to correct it in the questionnaire?
Yes. There are ‘next’ and ‘previous’ buttons at the bottom of each page on screen so you can navigate through the questionnaire.

Who will see my completed questionnaire?
Unless you choose to share your completed questionnaire with anyone only we (Capita Surveys & Research) will see your completed questionnaire.

If I tick all the boxes, in the ‘About You’ section of the questionnaire I believe I can be identified?
There are many people who might think this, but we do not report on the views of individuals. The results will be presented in a cumulative form in which no individual’s answers can be identified.

How can I really be sure that I can’t be identified?
The survey is being conducted in accordance with the Data Protection Act and it is our duty to ensure that you cannot be identified in any reports we produce.

What do I do if I need help completing my questionnaire?
There is a Freephone number 0800 587 3115 you can call. If you would like to complete the survey over the telephone instead of filling in the questionnaire a trained researcher will go through the questionnaire with you and submit the questionnaire on your behalf.

What is the FREEPHONE helpline number?
The Freephone number is 0800 587 3115. The line is open between 9am and 5pm Monday - Friday. All calls are in the strictest of confidence. No calls are recorded.