Thriving Workplace Initiative

TWI Survey 2017

The second Thriving Workplace Initiative (TWI) survey will launch on October 9th and remain open until October 20th. Your feedback is important and the survey gives you an opportunity to help shape the future of the Division of Administration and Finance. Thank you for your participation and support.

- Take the survey anytime between October 9th - October 20th.
- It’s quick and convenient.
- Participation is optional, and strongly encouraged. Responses are 100% confidential.
- Share honest feedback and make your voice heard.

How do I take the survey?
On October 9th, you will receive an email from Gallup with a confidential link to take the survey online. In addition, paper surveys will be available to staff who do not have easy access to computers.

I didn’t get an email from Gallup. What should I do?
If you need help with the survey, or did not receive a link via email, contact Gallup Client Support by sending an email to q12help@gallup.com or by calling 1-800-788-9987.

How long will the survey take?
It takes 10 minutes to complete. Supervisors will provide you with sufficient time and accommodations to complete the survey during the work day.

Why should I spend my time and energy on this?
Your feedback is important. This is an opportunity to improve your work experience and help shape the future of the Division of Administration and Finance. If you want the University of Maryland to be a great place to work, you need to let our supervisors and leaders know what you think.

Is the survey voluntary?
Yes. We strongly encourage you to participate because the only way to know about your workplace experience is if you complete the survey.

Can I be identified from my responses? Will my supervisor know how I responded?
No. This survey is completely confidential and responses will not be linked to individuals. Gallup administers the online survey and records all results (including surveys completed on paper). No member of the university community has access to data that identifies specific employee responses.

Why are we doing the survey again?
To build on the feedback we gave last year. We've made improvements based on results of the first survey, and the results from this one will tell us where to focus our efforts next.
How is the survey different from last time?
Most of the questions are the same so we can track progress. Several questions have been added so you can report whether your work group saw the results from the last survey and participated in the action planning process.

In what languages will the survey be available?
The online survey is offered in English and Spanish. Paper versions of the survey will be available at designated locations, dates, and times in eight languages: English, Spanish, Vietnamese, Amharic, Chinese/Mandarin, French, Haitian/Creole, and Filipino/Tagalog.

I’ve heard that the numbers don’t matter. If this is true, why are we doing this?
Participation matters. It’s important to hear from everyone, not just a few. The only way for your voice to be heard is to complete the survey. And sincere responses matter. Survey results are a starting point for discussion, action planning, and follow-up. Each of us can learn from the survey results and use them as a starting point for action.

So, what happened as a result of the last survey?

✔️ 750 staff members (62% of the Division) met with their supervisors to review results and develop action steps for improvement.
✔️ 60 supervisors in the Division received coaching from a CLOC consultant.
✔️ VP Carlo Colella and our Division are viewed by campus leaders as strongly supporting TWI.
✔️ The A&F TWI Work Group was formed to create employee engagement resources and tools for supervisors in our Division.
✔️ Launched PROP's Awards (Peers Recognizing Other Peers) to recognize excellence in the workplace.
✔️ Created Division Digest, a digital newsletter to improve communication and promote TWI across the Division.
✔️ Initiated All-Supervisors Meetings to focus on things we all need to know and to improve overall communications within the Division.
✔️ A campus task force is working to improve the Performance Review and Development (PRD) process.

Questions? Feedback? Contact 301.405.1105 or email vpaf@umd.edu.