



Learning &
Organization
Development

at UCSF

2026 Engagement Ambassador Summit

Spring Orientation and Annual Survey Kickoff

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Learning & Organization Development

March 2026

Welcome

- Today's **recorded session** will begin soon!
- You will **receive a copy of session materials after the session.**
- This **recording and these slides will be posted to** [Learning.ucsf.edu/Ambassador](https://learning.ucsf.edu/Ambassador)

Today's agenda:



Engagement

- Why Measure
- Role of Engagement Ambassador

Survey

- Survey Items
- Your Resources

Next Steps

- What's Coming
- Quick Quiz

Who we are:

Learning & Organization Development

Marcia Soares

Program Manager for Engagement Ambassador Program

Monique Phillips

Project Lead for Engagement Survey

Role of Engagement Ambassador

Fostering Team Engagement Year-Round

You play a critical role in supporting team engagement and dialogue



Promote and support the annual engagement survey



Partner with your manager on team engagement efforts



Advocate for the team with manager

Yearly Commitment at a Glance



2026 Engagement Timeline



Survey Key Dates

Feb 12: Manager team roster HR Umbrella confirmation deadline

Feb 24: Managers' Ambassador nominations due

Mar 10: Ambassador Orientation

Mar-May: Engagement Survey Office Hours

Apr 7 - May 1: UCSF Staff Engagement Survey open

May 13: Survey results released; Managers share with team by July

Summer TBD: Town Hall on Staff Engagement - Survey Results

Action Plan Key Dates

Jan 13: Ambassador Year End Summit

Feb 12: Town Hall on Staff Engagement - Follow Up

Mar 15: Health managers mark action plan tactic complete in HR Umbrella

May-Sept: Action Planning Office Hours

May 20: Ambassador Action Planning Summit

May-Sept: Manager Action Labs

Fall TBD: Submit action plan to complete by Spring TBD

Engagement Website

For the latest on UCSF Engagement

- Important dates
- Poster, slide, Zoom background
- Survey measures & FAQs
- Action Planning & Strengths guidance
- Manager & Ambassador resources

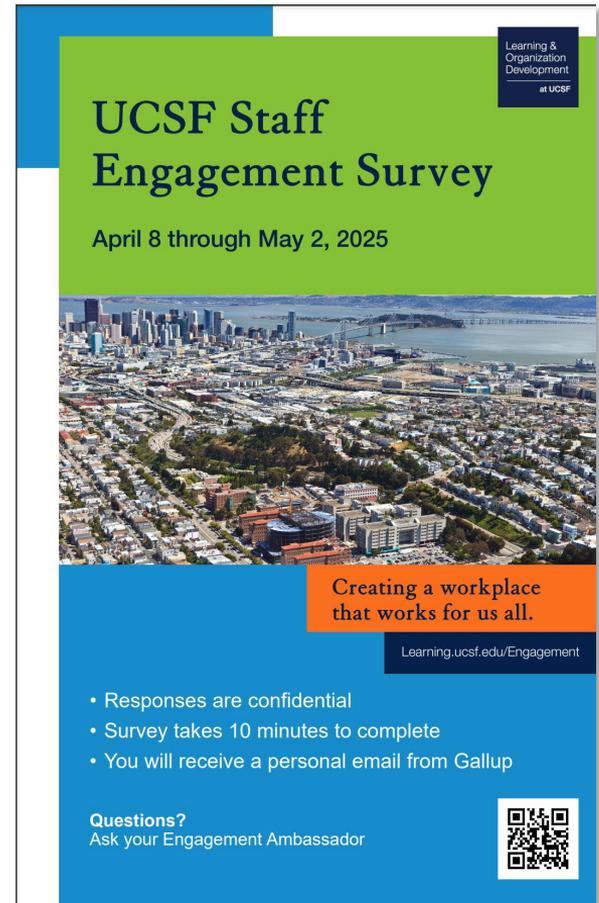
[LEARNING.UCSF.EDU/ENGAGEMENT](https://learning.ucsf.edu/engagement)

Creating a
workplace that
works for us all

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Promote the Survey

- **Speak to it** in team meetings, huddles, Zoom chat, Teams, etc.
- Share digital **flyer or post** in high-traffic areas (break rooms)
- Use the survey **Zoom background**
- Provide **participation rates** to team while survey is live



The flyer is a vertical rectangular graphic with a blue header and footer, and a green middle section. The top right corner features the text 'Learning & Organization Development at UCSF'. The main title 'UCSF Staff Engagement Survey' is in large, bold, dark blue font. Below it, the dates 'April 8 through May 2, 2025' are in a smaller, dark blue font. The central image is an aerial view of the UCSF campus and surrounding city. Below the image, an orange box contains the text 'Creating a workplace that works for us all.' and a dark blue box contains the URL 'Learning.ucsf.edu/Engagement'. A list of three bullet points is in the bottom right, and a QR code is in the bottom right corner. The bottom left of the flyer has the text 'Questions? Ask your Engagement Ambassador'.

Learning & Organization Development at UCSF

UCSF Staff Engagement Survey

April 8 through May 2, 2025

Creating a workplace that works for us all.

Learning.ucsf.edu/Engagement

- Responses are confidential
- Survey takes 10 minutes to complete
- You will receive a personal email from Gallup

Questions?
Ask your Engagement Ambassador



Engagement Survey Overview

Engagement Fundamentals

What is engagement?

- Refers to the **emotional connection** employees feel to their jobs and their employer
- Goes beyond job satisfaction to reflect **how invested and aligned employees feel in the success of their teams and the organization**
- Research shows that high levels of employee engagement link directly to **positive patient, business, and employee outcomes**



Why we measure UCSF engagement



Engagement goes beyond satisfaction

Engagement refers to an emotional connection, reflects how invested and aligned employees feel in the success of their teams and organization.

Research shows high levels of engagement link directly to:

Better **patient** outcomes | better **employee** outcomes | better **business** outcomes

[LEARNING.UCSF.EDU/ENGAGEMENT](https://learning.ucsf.edu/engagement)

Creating a
workplace that
works for us all

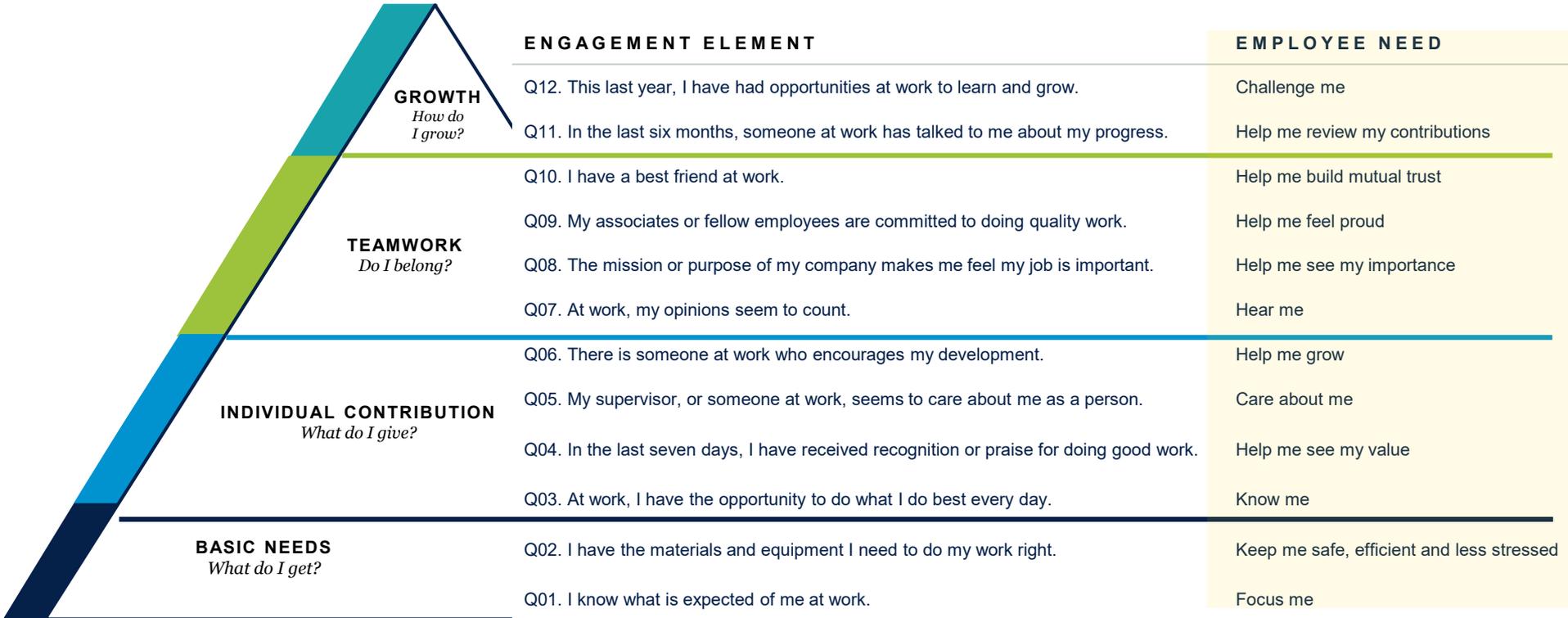
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UCSF

What's on this year's survey?

- **Gallup's Q12:** Basic Needs, Individual Contribution, Teamwork & Growth
- **Accountability:** Team progress on engagement action planning
- **Recommend UCSF:** As a place to work and get care
- **Belonging:** Inclusion & Equity
- **Intent to Stay, Burnout & Wellness:** Understand why people stay, why they might leave, their workload and wellness
- **Culture of Safety:** UCSF Health staff experience of safety and patient safety practices
- **Open Ended:** "What can UCSF do to make this an even better place to work?"

How Do We Measure Engagement?



Are Responses Confidential?

- **Yes**, respondent-level data is never shared with UCSF. Gallup will only share responses in groups of 5 or more to generate any reporting
- **UCSF has no way of knowing who specifically takes the survey or what their responses are**



Who's invited?

UCSF, Stanyan, Hyde, UBCP, & BCH Oakland Staff:

- On payroll as of January 7, 2026
- In the following Staff Appointment types:
 - Career
 - Per Diem
 - Limited
 - Contract with UCSF (not third party)

January 2026						
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

How to Take the Survey

Survey available in English, Chinese, and Spanish

3 Ways to Access the Survey

1. **Personalized link** in the invite and reminders you receive from Gallup starting on 4/7. This is a unique link to the recipient; do not share
2. **Gallup Access** via MyAccess or ucsf.my.gallup.com and use the survey link on the homepage
3. **Generic URL** <https://survey.gallup.com/2025ucsf> from a computer, tablet, or smart phone. Your 8-digit UCSF Employee ID number is the survey code (omit the leading zero)

Your Resources

Resources to Review

1. **Bookmark** your [Ambassador Resources website](#)
2. **Download poster, promotion slides** and **Zoom background**



Getting Support & Answers

- **Live Support?** L&OD hosting weekly Ambassador Office Hours. Check your Outlook for invites
- **Online Requests for Support?** Use our [L&OD Support Request form](#)
- Not sure if a manager has nominated an Ambassador or want to find another Ambassador? Use our [Engagement Ambassador Lookup](#) tool



What's Coming

What Comes Next from L&OD?

- All officially nominated Ambassadors will **receive an email with suggested next steps** as well as a link to key resources and the recording of this meeting.
- Ambassadors nominated as of March 3 have already received invites to our weekly office hours through end of March. Additional invites to come today
- Engagement Ambassador Summit: Survey 101 Overview

What Comes After the Survey Closes?

- Managers will have **access to team results on May 13**. This begins Engagement Action Planning season!
- Ambassadors and managers will be invited to our **Engagement Ambassador Action Planning Summit** in May
- L&OD will begin new schedule of **action planning office hours** to offer live support
- L&OD will also offer **Engagement Action Labs for managers** through summer
- UCSF's survey results shared at **Staff Engagement Town Hall in June**

Your Next Steps

- Questions? Join us at **tomorrow's office hours**: 3/11 at 12:05-12:30pm OR submit an L&OD Service Request
- Familiarize yourself with **Engagement Ambassador Resources**
- Join L&OD at optional **weekly office hours** to get your questions answered, meet fellow ambassadors, and share best practices
- **Attend the Survey 101 Summit** April 2nd – invites to come
- **Promote the survey** between now and May 1!

THANK
YOU

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