Learning & Organization Development at UCSF

Your Engagement Survey Results: Belonging, Accountability, Patient Safety Indexes

UCSF Staff Engagement Survey Guide

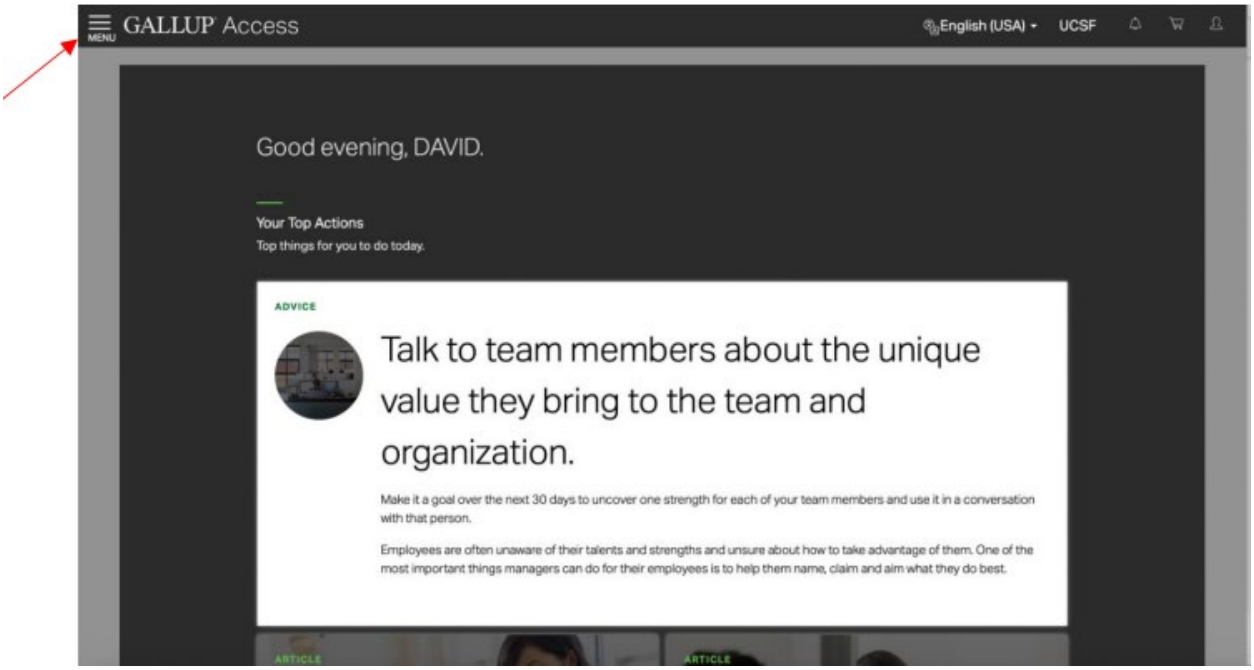
What is an Index?

At UCSF, we review organization-wide results for the Accountability Index and Belonging Index; some areas also examine additional indexes based on their scope of work, such as select Patient Safety indexes.

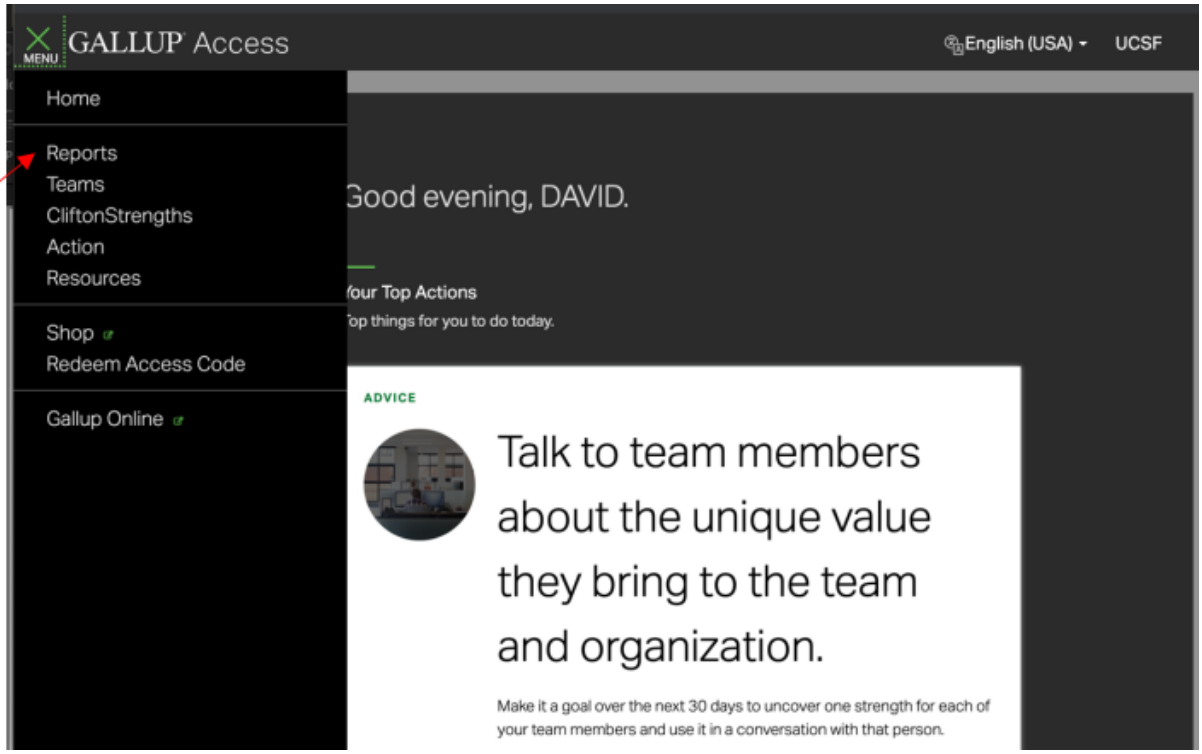
An index is combined metrics developed by Gallup to assess complex aspects of workplace engagement. Rather than focusing on a single survey question, an index combines responses from several related questions to provide a more reliable, standardized, and trackable view of a key theme over time.

How to find your UCSF Gallup Access index results

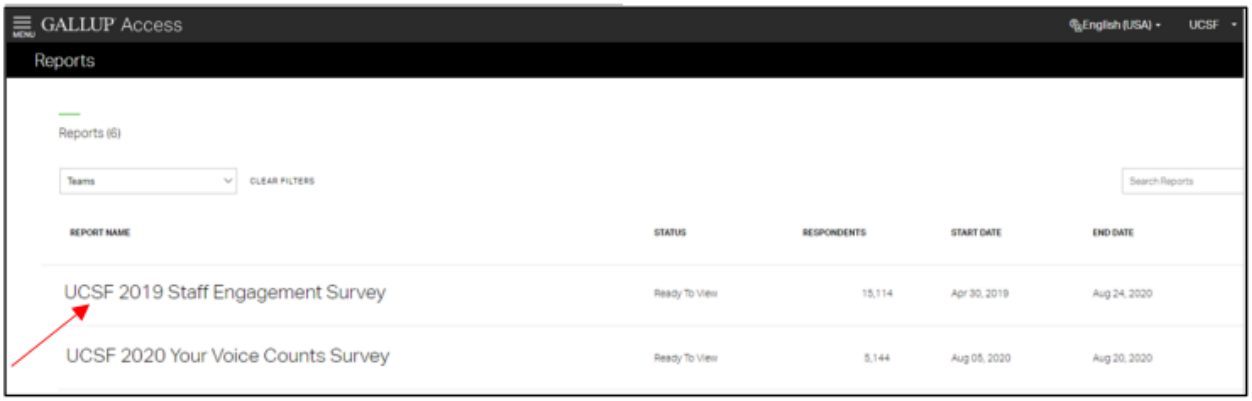
1. Visit the Gallup Access portal, available via UCSF MyAccess login.
   Once you arrive to the personalized homepage, click the "**Menu**" button on the top left corner.



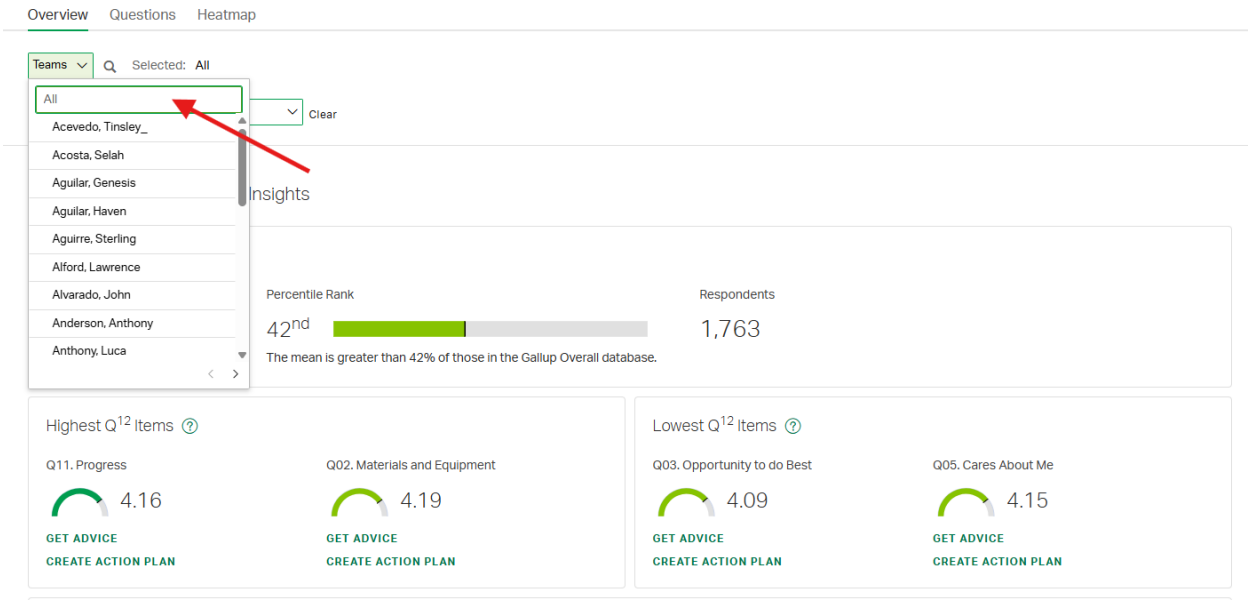
2. Select “**Reports**” from the dropdown menu.



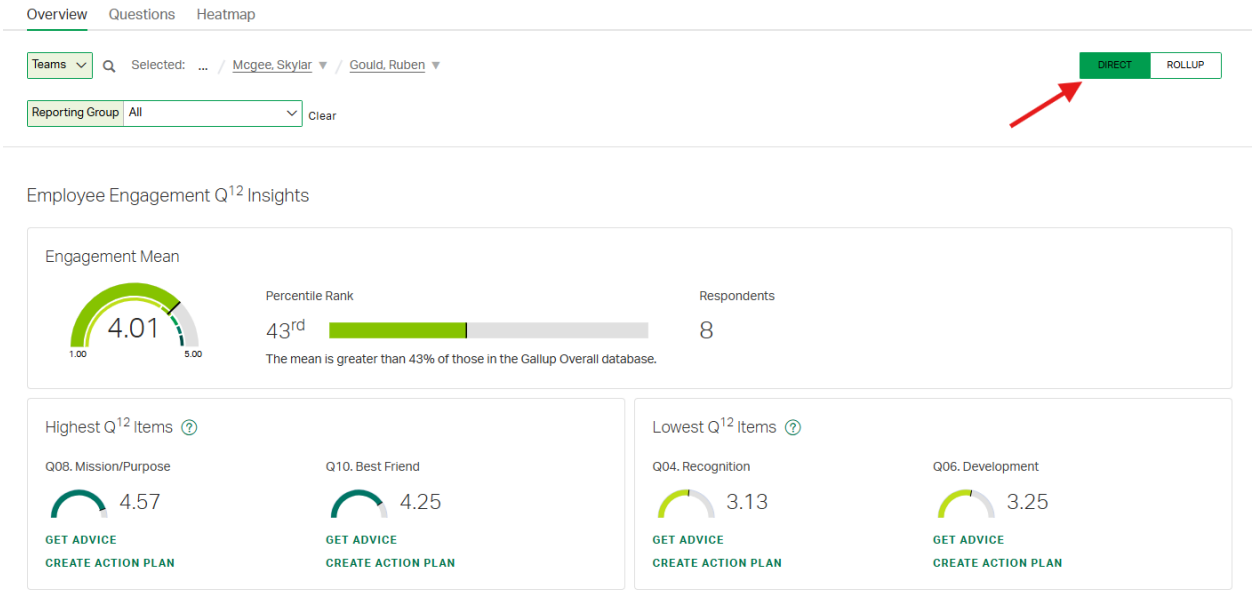
3. Select the survey you wish to view, such as **“UCSF 2019 Staff Engagement Survey.”**



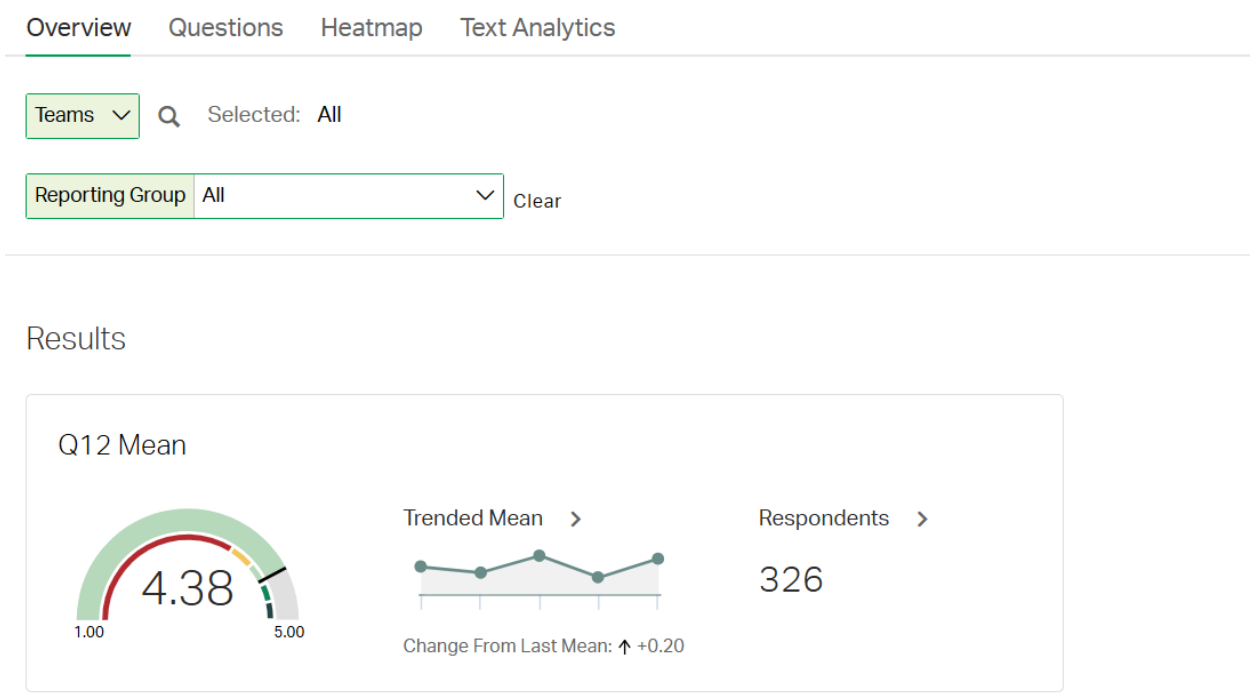
4. Enter **your name** or the **name of the leader's report** you want to see, if it hasn't already populated, in the **Teams** Dropdown. Note: The names of the leaders in your hierarchy automatically populate ***alphabetically***.



Toggle between the reporting level you want to see: "**Direct**" report vs. your entire "**Rollup.**"



5. Select the “Questions” tab to see all the other indices.



Use the left/right arrows to view different Indices: Q12 Mean, Accountability Index**,** UCSF Belonging Index and others specific to your team’s survey scope (Patient Experience, Magnet, etc.).

