



# Engagement Ambassador Survey Primer

## Why We Measure Engagement

- **Why is staff engagement important?**  
Research conducted by international polling experts at Gallup Inc. shows that high levels of employee engagement link directly to positive patient, business, and employee outcomes. This goes beyond job satisfaction: engaged employees have opportunities to do what they do best every day and they feel a sense of belonging at work.
- **Why should I participate in the Engagement Survey?**  
Sharing your thoughts about your work helps drive real change. It is one of the best ways we have to voice our opinions confidentially with the goal of improving our own work lives, those of our colleagues, and UCSF overall.

## The Role of the Engagement Ambassador

- **Nominated by their managers, Ambassadors are key department influencers who serve one year,** from March 2024-February 2025, but we welcome people motivated to serve in this role for multiple years.
- **As an Ambassador, you play a role in fostering team engagement year 'round** by providing peer guidance, supporting managers with action planning, serving as trusted advocates, and collecting valuable feedback from your team and sharing it with the L&OD team.
- **When it's survey season, you provide valuable, local survey support.**  
Your colleagues know and trust you; you can answer staff questions and concerns and promote participation.

## What You Should Know About the Survey

- **Everyone's voice counts; we want to hear from all staff.** UCSF takes these survey results seriously across the organization. We can only interpret results from staff who participate.
- **Confidentiality is Assured.** UCSF hires renowned independent research organization Gallup Inc. to collect survey responses. Gallup NEVER shares individual responses. UCSF doesn't have access to know who specifically takes the survey and cannot track what their individual responses are. Additionally, no survey data reporting is shared with UCSF unless there are 5 or more respondents.
- **UCSF staff are invited:** UCSF Campus, Health, Benioff Children's Hospitals (SF & Oakland) and UCSF Benioff Children's Physicians who were in payroll as of 1/9/2024 (with a few exceptions for short-term and part-time staff)
- **Gallup emails the survey link directly to staff and sends reminder email**  
Those emails are scheduled for: 4/9, 4/12, 4/16, 4/19, 4/23, 4/26, 4/30, and 5/3. Alternately from email, staff can log into [Gallup Access](#) (with MyAccess) or [Gallup 2024 Survey](#) (with UCSF Employee ID minus the first "0") to take the survey.
- **The 2024 Staff Engagement survey measures the following elements:** Gallup's Q12 engagement indicators of a high-performing workplace; 3 Accountability items related to previous engagement efforts at the team level; 6 items related to the Belonging and Inclusion; 5 items related to intent to stay at UCSF, burnout, and wellness; one open-ended comment; and 10 self-selected demographic items. Certain Clinical staff and people managers respond to additional items related to Patient Experience, recommending UCSF Health to friends and family, and Belonging. Staff also are asked if they would recommend UCSF as a place to work.

## What You Can Do to Support the Survey

- ✓ **Showcase the [survey poster](#)** (print and post if onsite), [Zoom background](#), and [PowerPoint slides](#)
- ✓ **Add the survey dates** on team's calendar: April 9 - May 3, 2024
- ✓ **Remind people to participate** – and thank them for doing so! [Share your team's participation rate](#) during the survey
- ✓ **Partner with your manager;** share [engagement survey resources](#) such as survey FAQs

## What You Can Do to Support Year-Round Engagement

- **Leverage common touchpoints** such as meetings and huddles to share information and answer questions.
- **Attend Engagement Ambassador quarterly summits** and share best practices with other Ambassadors.
- **Keep Action planning momentum up.** Sustained action planning creates trust and increased engagement! Find opportunities to bring the team back to its own ideas of how to improve engagement and hold each other accountable.

Access Ambassador resources online at: [Learning.ucsf.edu/Ambassador](https://learning.ucsf.edu/Ambassador)

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