

# Improve[ND]

## Frequently Asked Questions

- **What is ImproveND?**

ImproveND is a survey that offers an opportunity for all faculty and staff to provide feedback on their satisfaction with a wide variety of internal services at Notre Dame.

- **When will the survey be administered?**

Survey administration will take place from Wednesday, Jan. 10, through Wednesday, Jan. 31, 2018.

- **How can I take the survey?**

On January 10, all regular employees will receive an email with instructions on how to complete the ImproveND survey online. For employees with non-computer-based jobs, computer access will be available through unit managers. Please discuss your options with your manager.

- **Can I take the survey on a smart phone?**

It is best to complete the survey on a computer or a mobile device with a large screen. Small screens, even in horizontal view, can make it more difficult to see the entire question and response options in many cases.

- **I'm a faculty/staff member, and I didn't get an email with the survey link. Can you send it to me?**

The ImproveND survey is open to all regular faculty and staff. If you are a seasonal, on-call or temporary employee, you are always welcome to submit feedback to Bright Ideas, Notre Dame's employee suggestion program at <http://evp.nd.edu/bright-ideas/>

- **I can't find my email with the survey link. Can you resend it to me, or can I have a coworker forward the email link to me?**

Search your email, including spam folders, for "ImproveND". Please use only the link included in your own invitation to complete the survey. To protect your privacy and data integrity, each survey link can be used only once. You can use your link to complete the survey in several sessions, if needed. Several reminders with links will be sent to all people who have not completed the survey between Wednesday, Jan. 10 and Wednesday, Jan. 31. You can also contact the survey administrator at [irsurvey@nd.edu](mailto:irsurvey@nd.edu) and request a new link.

- How long will ImproveND take me to complete?**  
 ImproveND will take approximately 10-20 minutes to complete. Survey length varies depending on the services you utilize. It takes longer to complete the survey on a small mobile device.
- Is the survey available in languages other than English?**  
 ImproveND is available in English as well as Spanish, Vietnamese, Cambodian, and Bosnian. For anyone needing assistance with translation of any other language, please contact your supervisor or the HR Consultant assigned to your department.
- Can I close the survey and resume later where I left off?**  
 Yes; you can use your link to complete the survey in several sessions, if needed. The survey will resume where you left off.
- Do I need a VPN connection to take the survey?**  
 No; you don't need VPN, only high speed internet. It is best to complete the survey on a computer or a mobile device with a large screen.
- I am an hourly employee. Will I have to take the survey outside of my normal work hours?**  
 Please contact your manager or supervisor about opportunities to take the survey during your normal work hours. Managers have been encouraged to provide such opportunities.
- Will I receive reminder email messages to take the survey?**  
 Periodic reminder email messages are scheduled throughout the survey period for those who have not yet taken the survey. High participation rates help ensure the validity and significance of the results.
- I took the survey already, but I'm still receiving reminder email messages. Why?**  
 Most likely you have not clicked the Submit button in the end of the survey, so the mailing system is not recognizing your survey as completed. If you click the link in your reminder invitation, the survey should resume where you had stopped. If this is not the case, please contact the survey administrator at [irsurvey@nd.edu](mailto:irsurvey@nd.edu).
- What will happen with my answers?**  
 Your opinions are confidential. The survey process is being managed by the Office of Strategic Planning and Institutional Research (OSPIR). Survey results will only be reported in a summary format for groups large enough to preclude individual identification. No attempt will be made to identify any individual respondents.
- If I submit comments, will they be confidential as well?**  
 Comments will be shared with relevant service providers and executive management in an aggregated format. Comments will be reported unedited, so please do not include self-identifying information in your comments to protect the confidentiality of your responses.

- **How does the University intend to use the results of the survey?**

University leaders intend to use the results of the survey to confirm areas of current strength as well as to identify opportunities for improvement. Where applicable, action plans for improvement will be developed and implemented.

- **Will the results of the survey be shared?**

There are plans to share the main findings of the survey with campus at the Spring 2018 Town Halls.

- **Who created the questions?**

The questionnaire items were developed through consultation between numerous campus offices (listed below) and the Office of Strategic Planning and Institutional Research.

- Auxiliary Operations (Bookstore, Campus Dining, Morris Inn & ND Conference Center, St. Michael's Laundry)
- Campus Services (Building Services, Landscaping, Continuous Improvement, Transportation, Warehouse and Delivery, Campus Mail)
- Campus Safety
- Facilities, Design and Operations
- Finance Division (Accounting & Financial Services, Procurement Services, Office of Budget & Planning)
- General Counsel
- Human Resources
- Office of Information Technologies
- RecSports
- University Communications

- **Weren't different questions asked in this survey in the past?**

Yes; the survey instrument was redesigned in 2017-2018 in response to feedback from survey respondents and service areas represented in the survey. The new survey allows respondents to choose relevant areas, address standard sets of questions, and provide more open-ended comments. Several academic areas were included in the survey in the past. Those areas are no longer asked in ImproveND, but will be covered in a faculty experience survey that will focus on services specific to the needs of faculty. That survey will be administered in 2018-2019.

- **Has this survey been done before? Will it be repeated?**

The ImproveND survey was first administered in 2009 and is repeated every two years.

- **What if I can't find an answer to my question through askHR?**

Any additional questions should be directed to Tatiana Combs (1-3549 or tcombs@nd.edu) or Kathryn Valenti (1-0392 or kvalenti1@nd.edu) in the Office of Strategic Planning and Institutional Research.