

EmployeeConnect



Engagement Survey



Engagement

Engagement survey is a structured tool or platform used to gauge how connected employees feel to their workplace, colleagues, and the organization as a whole. It measures various aspects of employee engagement to ensure employees are satisfied, motivated, and aligned with the company's goals.

The survey typically includes questions on:

- Communication and feedback mechanisms
- Relationship with managers and peers
- Work-life balance
- Career growth and development opportunities
- Employee recognition and rewards
- Overall job satisfaction and emotional well-being

By using Employee Connect as a platform to conduct engagement surveys, organizations can collect actionable data, identify trends, and address concerns to improve employee retention, enhance productivity, and create a positive work culture. It serves as a feedback loop to make employees feel heard and valued.

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Who can access the Engagement Module?

The Engagement module can be accessed by any HR with the Security setting of Admin and Sysadmin.

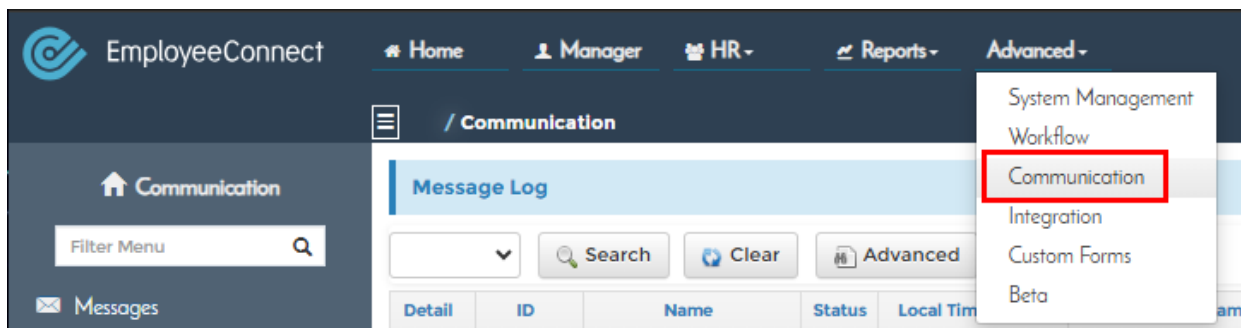
The module can be accessed by navigating to Advanced > Communication from the top menu and clicking Engagement from the side menu. This opens up settings to configure your pulse survey and get you started.

You can select who will receive access to the surveys too after but this is done after setting up all you pillars and surveys, this will be discussed further later In the manual.

Navigation

How to access the Engagement module

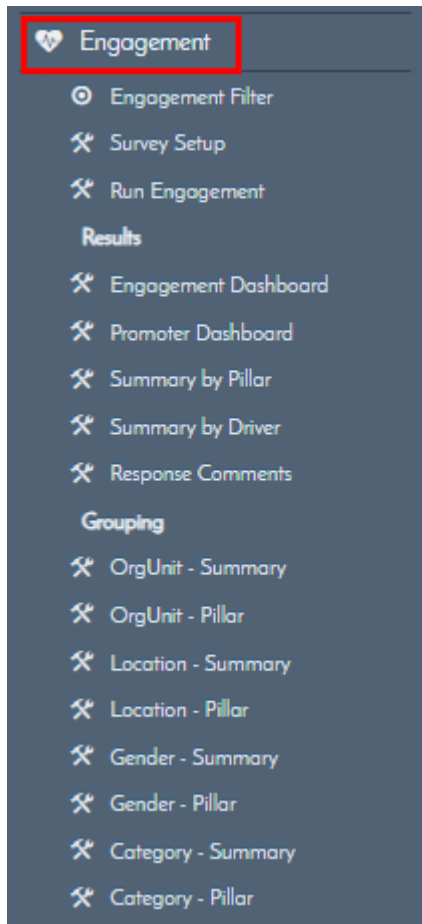
1. Click Advanced > Communication from the top menu



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2. Click Engagement from the side menu

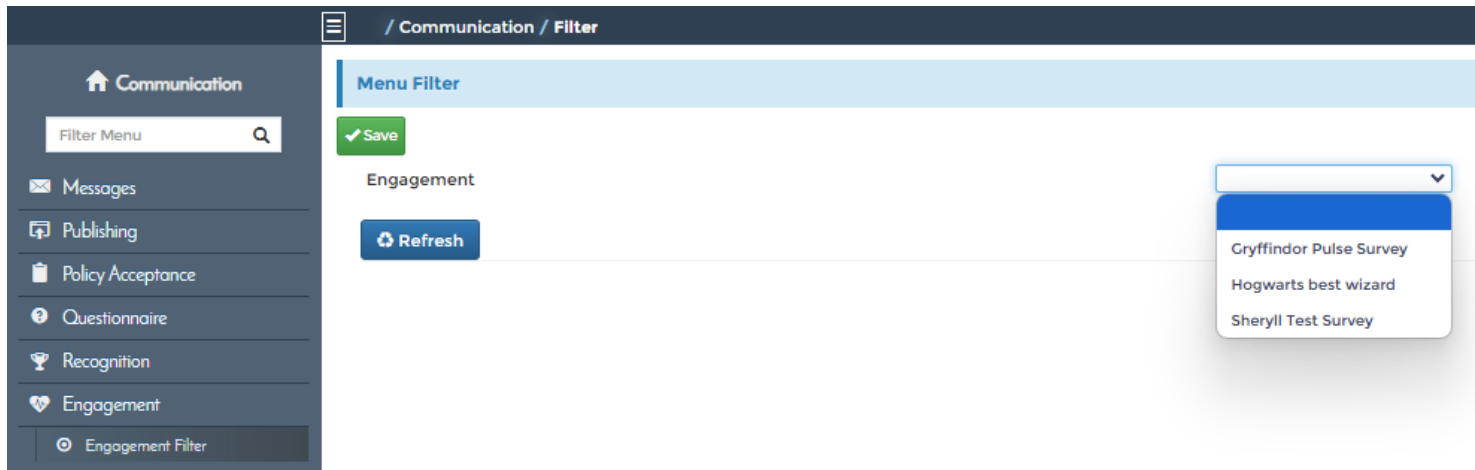


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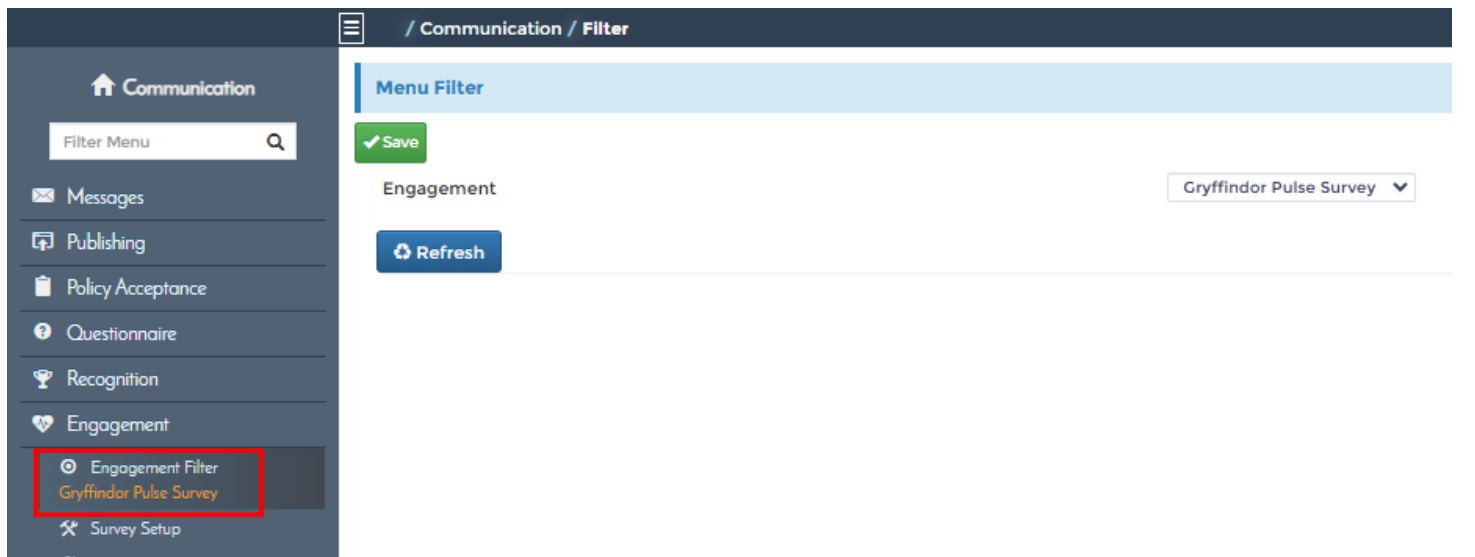
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Engagement Filter

Filter allows you to pick which engagement survey to display and limit all info on that engagement only. All the Engagement Surveys you saved will be listed on the filter picklist as seen below.



Once you have selected a specific survey from the filter, it will show on the Engagement Filter and you view all the data from this survey.



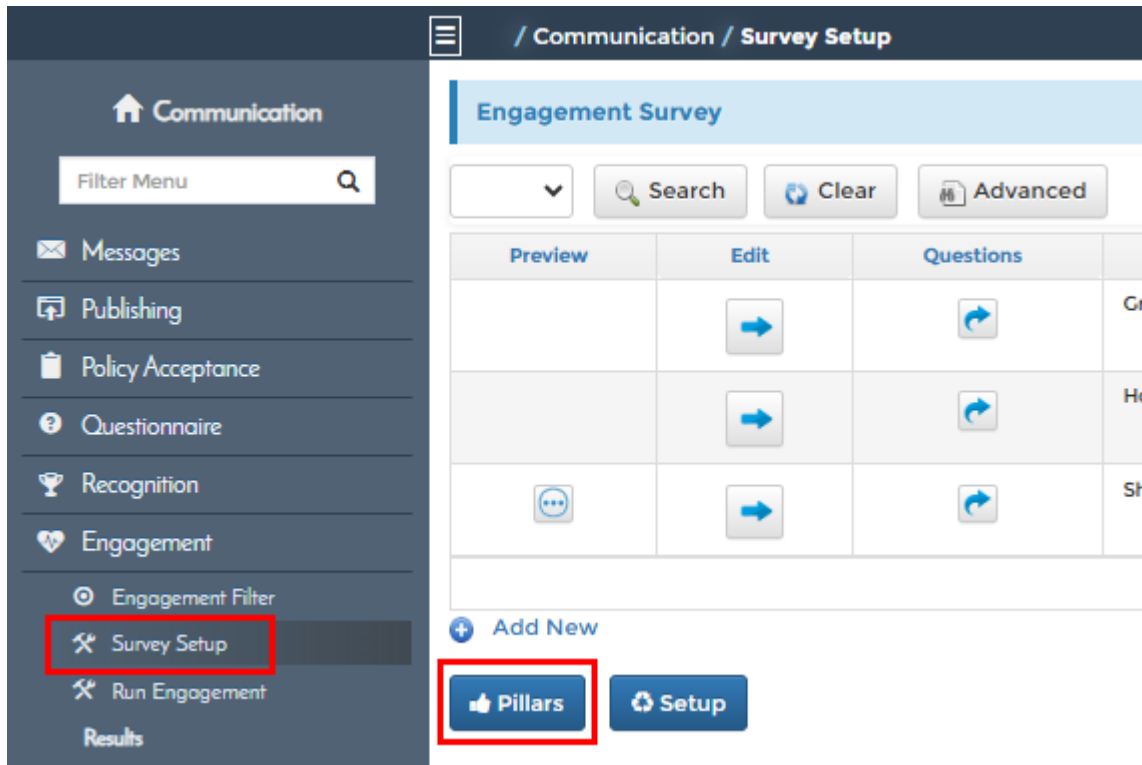
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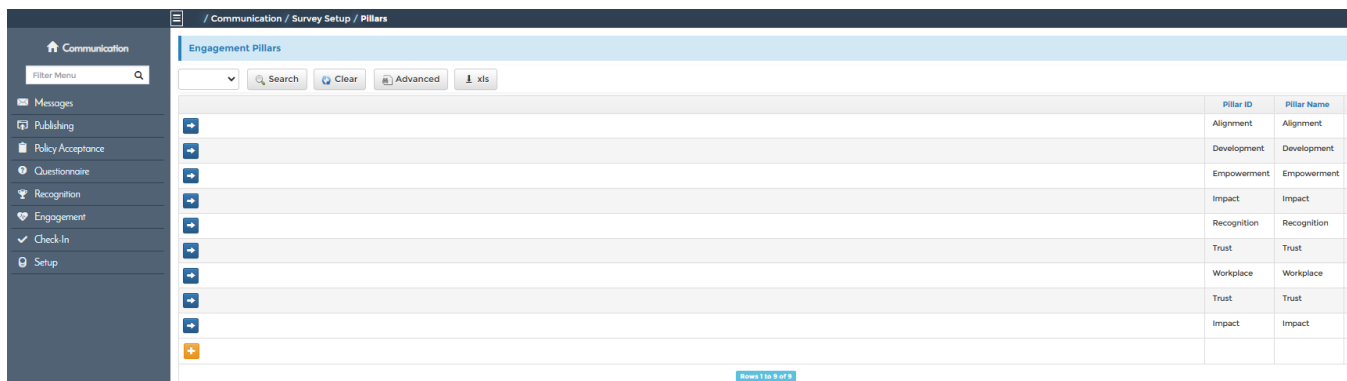
Survey Setup

How to setup your Engagement Survey

1. Click Engagement > Survey Setup




2. Pillars – Pillars in EmployeeConnect can be the core information you are getting a survey against e.g. Values, Leadership, Safety etc. See the sample below for a screenshot of the pre-defined pillars in the EC Engagement Module.

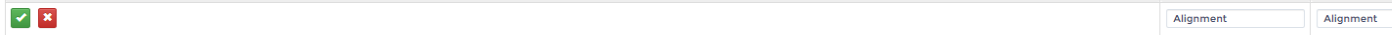


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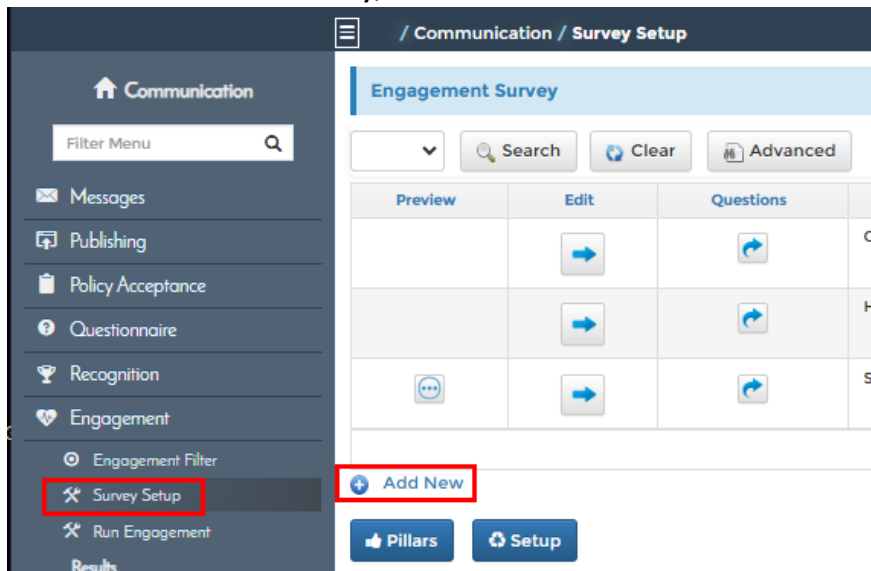
You can add a new Pillar by clicking on the orange plus  button.

You have an option as well to edit the existing pillars by clicking on the blue arrow  button.



Click on the green check mark  button to Save while the red  button is to delete the record.

3. To create a new survey, click on the Add New as seen below.



Engagement

Survey Tab fields

Survey ID - system generated ID for the survey, no need to modify this field

Survey Name – Survey Name, can be changed.

Enabled – the status of the survey, It would be better to set it to False if the survey is not yet completely configured.

Description – Definition what the survey is for, describe your survey

Period Start Date – Period covered for the survey, period when it starts

Period End Date - Period covered for the survey, period this ends

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Category - you can leave this blank or select a classification

Optional Grouping

Category
Once you have selected a Category and sent the survey, do NOT change this
(Unless the Resend Action = Delete)

Length of Service

Length of Service

Employment Type

Employment Group

Employment Classification

Work Type

Pay Frequency

Position Type

Position Classification

Recurring – Select how often the survey is sent, options include daily, fortnightly etc

Auto Send

Recurring

Daily

Weekly

Fortnightly

Monthly

Quarterly

Note: if all Auto Send settings are left blank, survey will be sent to all.

Send Count - How many questions to pulse out. If you select All, all questions will be sent from the Period Start date.

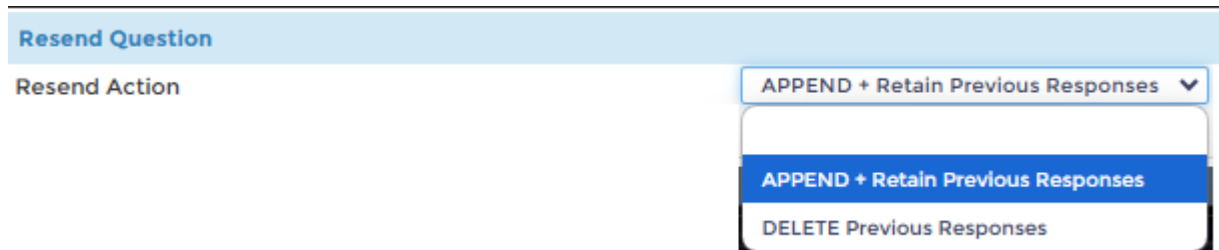
Send Start Date - When to start sending the survey

Send Time - When to end and stop sending the survey out

Recycle - will go back to and start the pulse again

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Resend Action

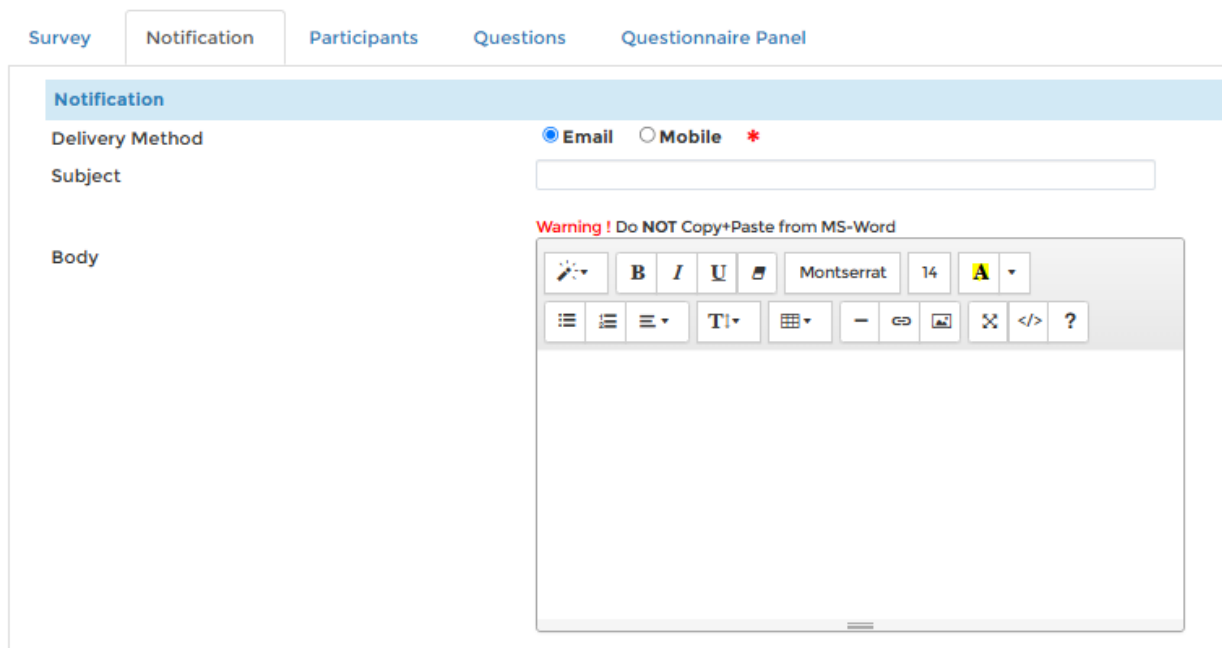


The screenshot shows a 'Resend Question' interface. Under the 'Resend Action' label, there is a dropdown menu. The dropdown is open, showing three options: 'APPEND + Retain Previous Responses' (selected), 'APPEND + Retain Previous Responses', and 'DELETE Previous Responses'.

APPEND + Retain Previous Responses – select this option if you would like to retain the previous responses from the previous survey.

Delete Previous Responses – will not include the previous responses.

Notification tab



The screenshot shows the 'Notification' tab in a survey management interface. It has tabs for 'Survey', 'Notification', 'Participants', 'Questions', and 'Questionnaire Panel'. The 'Notification' tab is active. It features a 'Delivery Method' section with radio buttons for 'Email' (selected) and 'Mobile' (with a red asterisk). Below this is a 'Subject' text input field. The 'Body' section contains a rich text editor with a warning message: 'Warning ! Do NOT Copy+Paste from MS-Word'. The editor toolbar includes icons for bold, italic, underline, font color, font size (Montserrat, 14), text color, bulleted list, numbered list, indent, text color, link, unlink, source code, and help.

The most commonly used Delivery Method is Email but you can choose Mobile but there are restrictions when it comes to the allowed number of characters to be sent. *An SMS message can only contain up to 160 characters (including hidden chars). Longer message can be send as up to three sms messages. I.e. up to 480 chars less hidden chars.*

You may enter your preferred Subject and Email body.

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Reminder Section

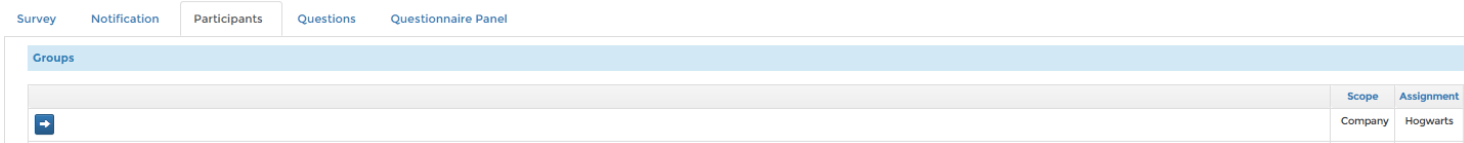
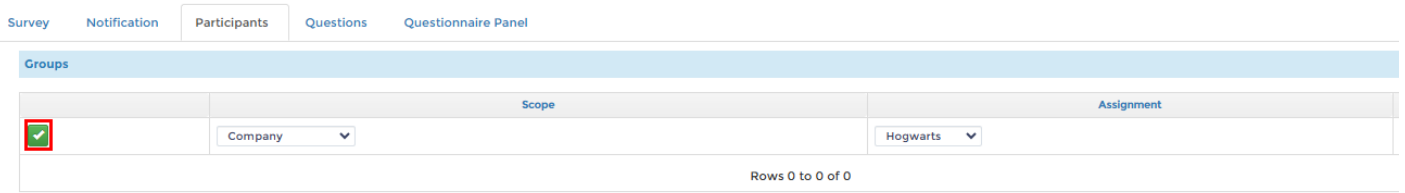
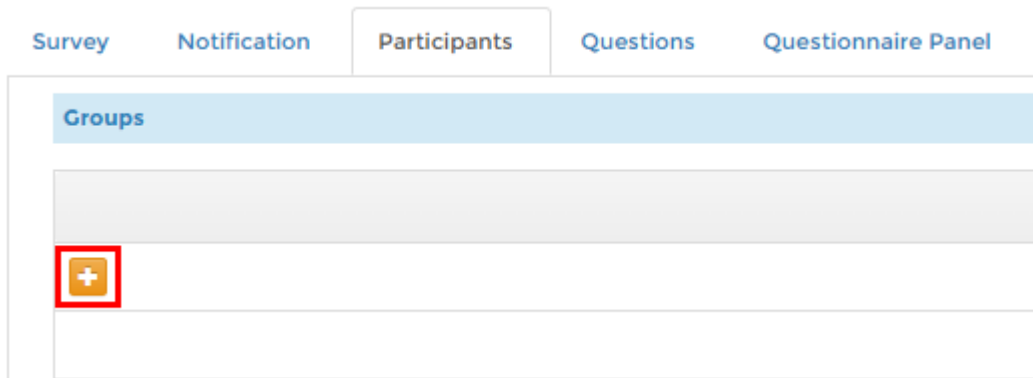
The screenshot shows the 'Reminder' configuration section. It includes a header 'Reminder' in a light blue bar. Below it are three radio buttons for 'Delivery Method': 'Email' (selected), 'Mobile', and 'None'. There is a text input field for 'Reminder Days' and another for 'Subject'. The 'Body' section features a rich text editor with a warning message: 'Warning ! Do NOT Copy+Paste from MS-Word'. The editor toolbar includes icons for undo, redo, bold, italic, underline, strikethrough, font color, font size (set to 14), text color (set to yellow), bulleted list, numbered list, indent, text color, background color, link, unlink, image, code, and help.

It would be your option if you would like to set a Reminder for the survey. If you have entered a value in the Reminder Days. Eg. 7. The reminder notification will trigger after 7 days from the day that the survey was initially sent. Please note that the reminder will only be sent ONCE.

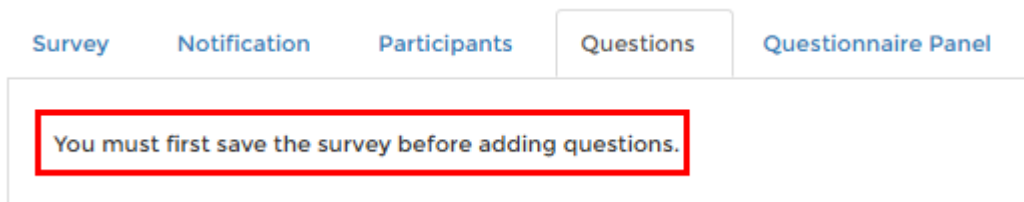
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Participants tab

Click the orange plus  button to add a participant then click on the green check mark  button to save,



Questions tab




You must first save the survey before adding questions.

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Questionnaire Panel tab

Survey Notification Participants Questions **Questionnaire Panel**

 **EmployeeConnect**
Work. Flow. Smarter.

Logo on Email is also used for Engagement Survey
EMAILlogo

Survey Instructions

Instruction Header	Please provide your feedback. *
Confirmation Complete	Survey Completed... Thanks for your response. *

The Email logo is the logo that has been setup from your notifications. You may enter your preferred Instruction Header and Confirmation Complete.

Click on Save once everything has been setup.

Engagement Survey

Save

Survey ID: nseh74d2xpqsv7ma7dzh

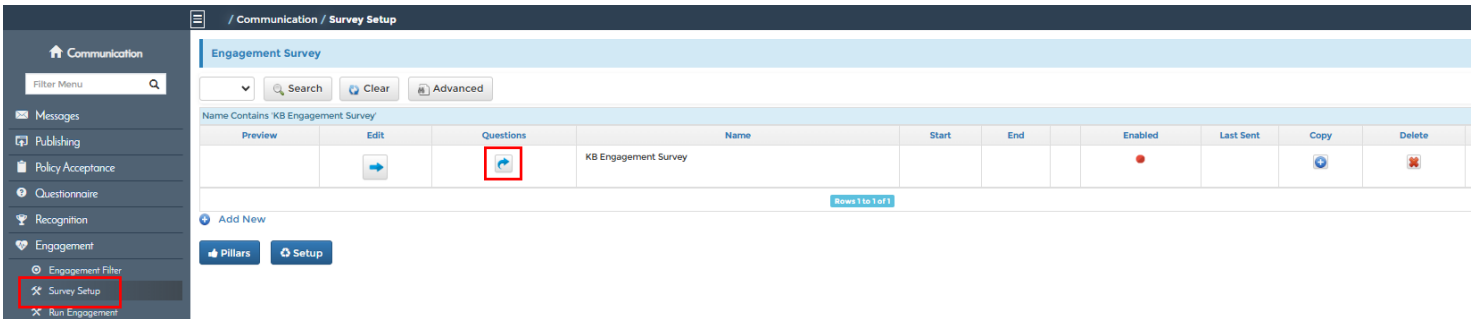
Survey Name: *

Enabled: True False *

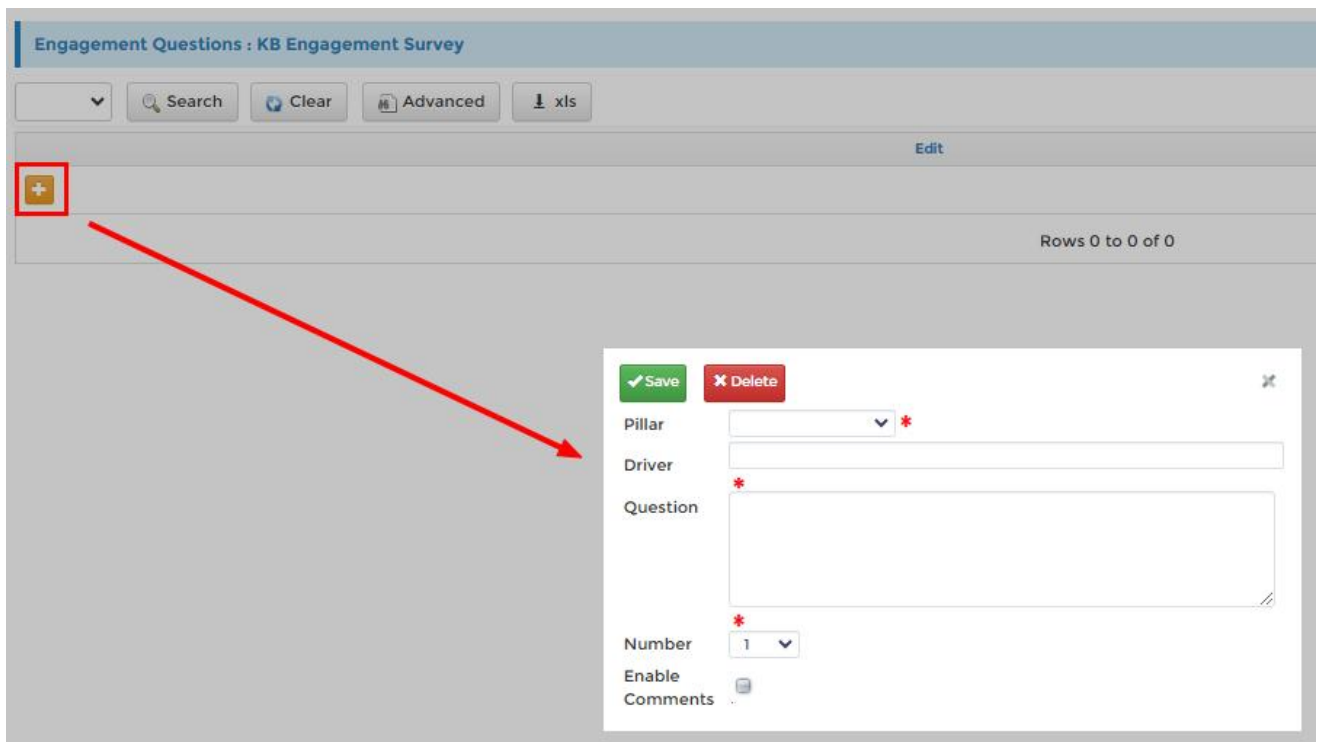
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Let us go back to the Survey Setup report to add Questions by clicking on the curly arrow button.



Click on the orange plus button to add a new question.



Select your Pillar, Driver and set your question.

This gives you a way to define the questions in granular detail. Each question can contribute to a driver and the drivers will get a score which will then be given against the pillar.

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The Number dropdown is for the chronological order of your questions.
The Comments field can be enabled if you would like the participants to add their feedback.

The below screenshot is a sample preview of the question with enabled comments and no comments.

The screenshot displays two examples of survey questions from the EmployeeConnect platform. Each example includes the EmployeeConnect logo and tagline, a feedback prompt, a progress indicator, a question, a 5-point Likert scale, a comments field, and a navigation button.

Example 1:
EmployeeConnect
Work. Flow. Smarter.
Please provide your feedback.
Who is your favourite Gryffindor Teacher?
Strongly Disagree | 1 | 2 | 3 | 4 | 5 | Strongly Agree
Comments
Next

Example 2:
Powered by EmployeeConnect
Questions Remaining: 2
EmployeeConnect
Work. Flow. Smarter.
Please provide your feedback.
Who deserves to be recognised for their efforts for this year?
Strongly Disagree | 1 | 2 | 3 | 4 | 5 | Strongly Agree
Submit
Powered by EmployeeConnect

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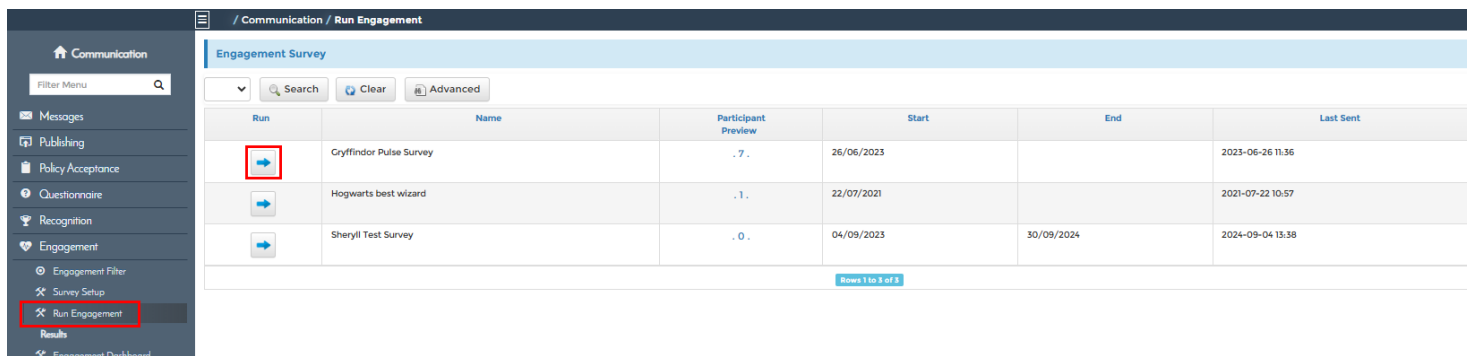
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Run Engagement




Run Engagement allows you to see all available surveys, active and inactive and choose which to Send out.

How to Run the Engagement Survey

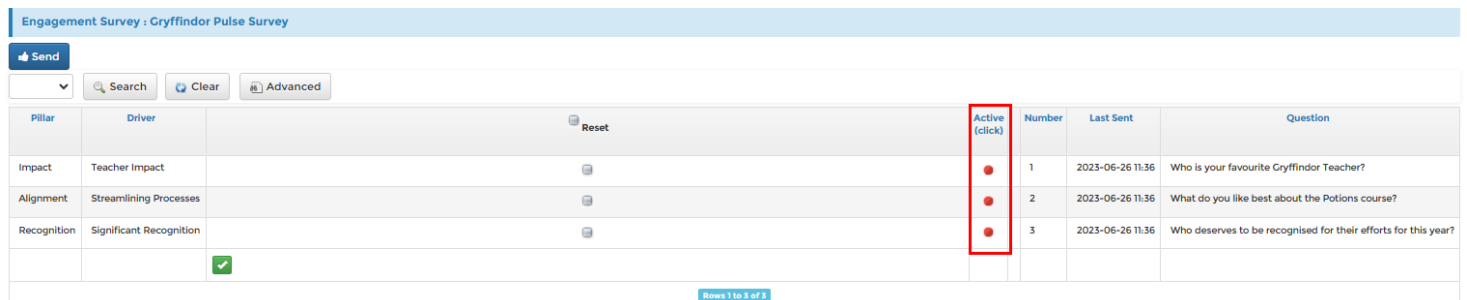
1. Click Advanced > Communication
2. Click Engagement > Run Engagement









The screenshot shows the 'Run Engagement' interface. On the left is a navigation menu with 'Run Engagement' highlighted. The main area displays a table of surveys with columns for 'Run', 'Name', 'Participant Preview', 'Start', 'End', and 'Last Sent'. The 'Run' column contains blue arrow buttons, with the first one highlighted by a red box.

Run	Name	Participant Preview	Start	End	Last Sent
	Gryffindor Pulse Survey	.7	26/06/2023		2023-06-26 11:36
	Hogwarts best wizard	.1	22/07/2021		2021-07-22 10:57
	Sheryll Test Survey	.0	04/09/2023	30/09/2024	2024-09-04 13:38

3. Click the Run button (blue arrow) to select which engagement to run
4. You will notice that the Active column shows red traffic lights.




The screenshot shows the details for the 'Gryffindor Pulse Survey'. It includes a 'Send' button and a table with columns for 'Pillar', 'Driver', 'Reset', 'Active (click)', 'Number', 'Last Sent', and 'Question'. The 'Active (click)' column shows three red traffic lights, with the first one highlighted by a red box.

Pillar	Driver	Reset	Active (click)	Number	Last Sent	Question
Impact	Teacher Impact			1	2023-06-26 11:36	Who is your favourite Gryffindor Teacher?
Alignment	Streamlining Processes			2	2023-06-26 11:36	What do you like best about the Potions course?
Recognition	Significant Recognition			3	2023-06-26 11:36	Who deserves to be recognised for their efforts for this year?

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We may need to make the records active first before we sent the survey by ticking the Reset box then click on the green mark  button to update.

Engagement Survey : Gryffindor Pulse Survey

Pillar	Driver	<input checked="" type="checkbox"/> Reset	Active (click)	Number	Last Sent	Question
Impact	Teacher Impact	<input checked="" type="checkbox"/>	<input type="radio"/>	1	2023-06-26 11:36	Who is your favourite Gryffindor Teacher?
Alignment	Streamlining Processes	<input checked="" type="checkbox"/>	<input type="radio"/>	2	2023-06-26 11:36	What do you like best about the Potions course?
Recognition	Significant Recognition	<input checked="" type="checkbox"/>	<input type="radio"/>	3	2023-06-26 11:36	Who deserves to be recognised for their efforts for this year?
		<input checked="" type="checkbox"/>				

Rows 1 to 3 of 3

5. Once the traffic lights are green, you may click the Send button to send the Survey.

Engagement Survey : Gryffindor Pulse Survey

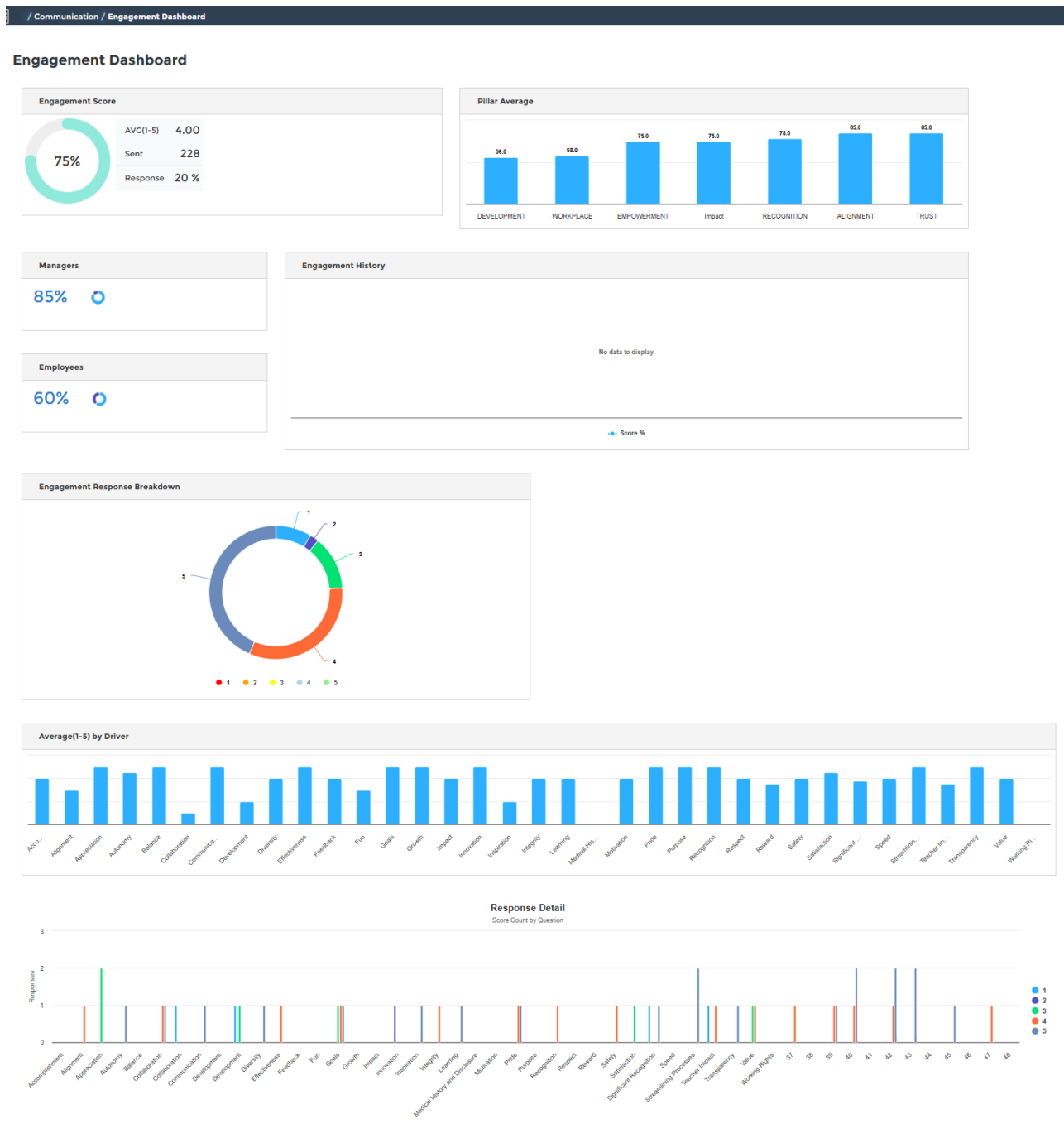
Pillar	Driver	<input type="checkbox"/> Reset	Active (click)	Number	Last Sent	Question
Impact	Teacher Impact	<input type="checkbox"/>	<input checked="" type="radio"/>	1	2023-06-26 11:36	Who is your favourite Gryffindor Teacher?
Alignment	Streamlining Processes	<input type="checkbox"/>	<input checked="" type="radio"/>	2	2023-06-26 11:36	What do you like best about the Potions course?
Recognition	Significant Recognition	<input type="checkbox"/>	<input checked="" type="radio"/>	3	2023-06-26 11:36	Who deserves to be recognised for their efforts for this year?
		<input checked="" type="checkbox"/>				

Rows 1 to 3 of 3

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Engagement Dashboard

The engagement dashboard allows you to view a report of your pulse surveys. This is a good way to see how you are doing based on the surveys you send out. This is interactive, you can click on the data to drill down and see more info, each of the graphs shown here are representative of some data gathered from your surveys.

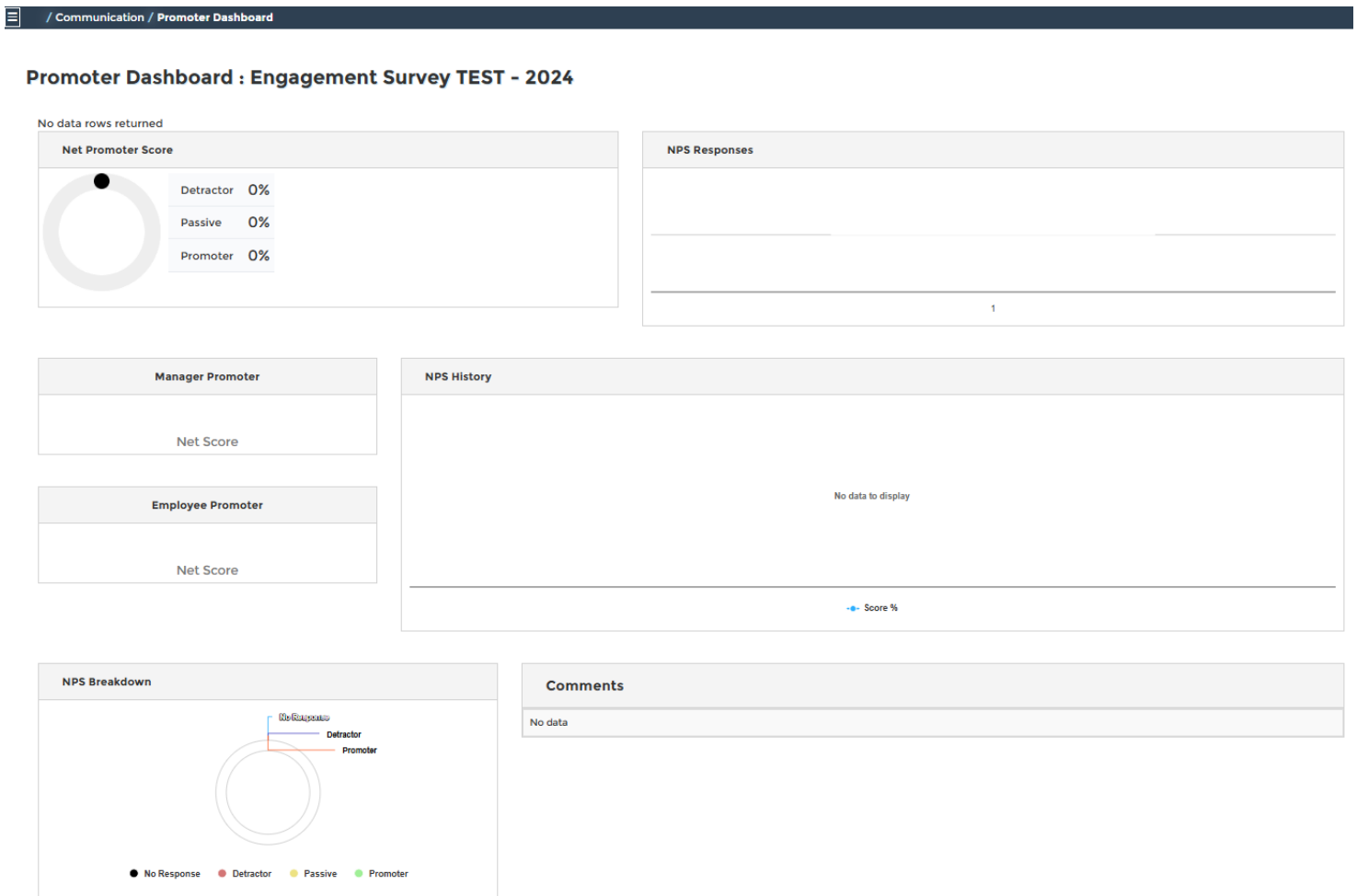


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Promoter Dashboard

NPS Survey fuel this dashboard showing you a unique method of tracking promotion or your detractors in the workplace. This is a fully interactive dashboard similar to the Engagement Dashboard where the graphs and the data can be clicked or hovered to view and drill down to more details.



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Summary by Pillar

These is one of the reports where you can see all the information about your pillars. Each of the pillars are listed and the related average score is displayed. The table also lists the response rate, score from 1 (Lowest) - 5 (highest) and the frequency of the answers.

/ Communication / Summary By Pillar

Engagement Summary by Pillar

Search Clear Advanced xls

Pillar	Engagement Score	AVG(1-5) Score	Sent (Response%)	1	2	3	4	5
ALIGNMENT	85%	4.40	45 (22%)	0	0	2	2	6
DEVELOPMENT	56%	3.25	23 (17%)	1	0	1	1	1
EMPOWERMENT	75%	4.00	23 (21%)	0	0	1	3	1
Impact	75%	4.00	38 (21%)	1	0	1	2	4
RECOGNITION	78%	4.13	36 (22%)	1	0	0	3	4
TRUST	85%	4.40	45 (11%)	0	0	0	3	2
WORKPLACE	58%	3.33	18 (33%)	1	1	1	1	2

You may click on the Driver average score to drill down and see all the contributing scores.

/ Communication / Summary By Pillar / Alignment

Engagement Summary by Driver

Search Clear Advanced xls

Pillar	Driver	Engagement Score	AVG(1-5) Score	Sent (Response)	1	2	3	4	5
ALIGNMENT	Accomplishment	75%	4.00	7 (14%)	0	0	0	1	0
ALIGNMENT	Alignment	50%	3.00	8 (25%)	0	0	2	0	0
ALIGNMENT	Goals	100%	5.00	7 (14%)	0	0	0	0	1
ALIGNMENT	Purpose	100%	5.00	8 (25%)	0	0	0	0	2
ALIGNMENT	Satisfaction	88%	4.50	8 (25%)	0	0	0	1	1
Alignment	Streamlining Processes	100%	5.00	6 (33%)	0	0	0	0	2

Rows 1 to 6 of 6

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Summary by Driver

This is one of the reports where you can see all the information about your Drivers. Each of the Drivers are listed and the related average score is displayed. The table also lists the response rate, score from 1 (Lowest) - 5 (highest) and the frequency of the answers.

Pillar	Driver	Engagement Score	AVG(1-5) Score	Sent (Response)	1	2	3	4	5
ALIGNMENT	Accomplishment	75%	4.00	7 (14%)	0	0	0	1	0
ALIGNMENT	Alignment	50%	3.00	8 (25%)	0	0	2	0	0
ALIGNMENT	Goals	100%	5.00	7 (14%)	0	0	0	0	1
ALIGNMENT	Purpose	100%	5.00	8 (25%)	0	0	0	0	2
ALIGNMENT	Satisfaction	88%	4.00	8 (25%)	0	0	0	1	1
Alignment	Streamlining Processes	100%	5.00	6 (33%)	0	0	0	0	2
DEVELOPMENT	Development	25%	2.00	8 (25%)	1	0	1	0	0
DEVELOPMENT	Growth	100%	5.00	7 (14%)	0	0	0	0	1

When you click on the value under the AVG(1-5) Score column, you will see the details of the Pillar and the question linked to it.

Engagement Question Detail

ACCOMPLISHMENT

My work gives me a feeling of personal accomplishment

31-03-2021

Engagement Score

75

AVG(1-5) 4.00
Sent 7
Response 14 %

Responses

1 2 3 4 5

Manager Engagement

% 0

Employee Engagement

% 0

Comments

No data

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Response Comments

This report shows all the response, everything in your survey can be seen here like a catch all report for all the comments.

Communication / Response Comments

Comments

Filter Menu Search Clear Advanced xls

Pillar	Driver	Question Number	Answer	Comments	Sent	OrgUnit	Location	Staff Type	Survey
Alignment	Streamlining Processes	.2	5		04-09-2024 13:50	1029 example org unit		Employee	Sheryll Test Survey
Impact	Teacher Impact	.1	5	Jasmin	04-09-2024 13:50	1029 example org unit		Employee	Sheryll Test Survey
Impact	Teacher Impact	.1	3	dasurb	04-09-2024 13:50	1095 Example org unit		Manager	Sheryll Test Survey
Impact	Teacher Impact	.1	1		04-09-2024 13:50	1029 example org unit		Employee	Sheryll Test Survey
Impact	Teacher Impact	.1	5		04-09-2024 13:50	1095 Example org unit		Manager	Sheryll Test Survey
Recognition	Significant Recognition	.3	5		04-09-2024 13:50	1095 Example org unit		Manager	Sheryll Test Survey
Recognition	Significant Recognition	.3	1		04-09-2024 13:50	1029 example org unit		Employee	Sheryll Test Survey
Recognition	Significant Recognition	.3	4	dasurb	04-09-2024 13:50	1095 Example org unit		Manager	Sheryll Test Survey
Recognition	Significant Recognition	.3	5	Sofie	04-09-2024 13:50	1029 example org unit		Employee	Sheryll Test Survey

OrgUnit – Summary

This report shows the responses per OrgUnit.

Communication / Orgunit - Summary

Engagement Summary by OrgUnit

Filter Menu Search Clear Advanced xls

OrgUnit	Engagement Score	AVG(1-5) Score	Sent (Response%)	1	2	3	4	5
N/A	95%	4.80	60 (16%)	0	0	0	2	8
Office of the CEO	98%	4.85	61 (55%)	0	0	1	3	30

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OrgUnit – Pillar

This report shows the responses per OrgUnit with Pillars.

Communication / OrgUnit - Pillar

Engagement OrgUnit by Pillar

OrgUnit	Pillar	Engagement Score	AVG(1-5) Score	Sent (Response%)	1	2	3	4	5
N/A	MISSION & VALUES	100%	5.00	3 (100%)	0	0	0	0	3
N/A	ROLE CLARITY	93%	4.71	11 (63%)	0	0	0	2	5
Office of the CEO	ROLE CLARITY	100%	5.00	11 (100%)	0	0	0	0	11
Office of the CEO	Workplace	100%	5.00	1 (100%)	0	0	0	0	1
Office of the CEO	DEVELOPMENT	100%	5.00	3 (100%)	0	0	0	0	3
Office of the CEO	JOB SATISFACTION	100%	5.00	5 (100%)	0	0	0	0	5
Office of the CEO	LEADERSHIP	63%	3.50	13 (15%)	0	0	1	1	0
Office of the CEO	MISSION & VALUES	100%	5.00	3 (100%)	0	0	0	0	3
Office of the CEO	OWNERSHIP	100%	5.00	6 (100%)	0	0	0	0	6
Office of the CEO	REWARD	83%	4.33	3 (100%)	0	0	0	2	1

Download 1 to 10 of 10

Location - Summary

This report shows the responses per Location.

Communication / Location - Summary

Engagement Summary by Location

Location	Engagement Score	AVG(1-5) Score	Sent (Response%)	1	2	3	4	5
Brisbane Head Office	96%	4.64	121 (96%)	0	0	1	5	38

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Location - Pillar

This report shows the responses per Location with Pillars.

Communication / Location - Pillar

Engagement Location by Pillar

Location	Pillar	Engagement Score	AVG(1-5) Score	Sent (ResponseX)	1	2	3	4	5
Brisbane Head Office	DEVELOPMENT	100%	5.00	6 (50%)	0	0	0	0	3
Brisbane Head Office	JOB SATISFACTION	100%	5.00	10 (50%)	0	0	0	0	5
Brisbane Head Office	LEADERSHIP	63%	3.50	26 (7%)	0	0	1	1	0
Brisbane Head Office	MISSION & VALUES	100%	5.00	6 (100%)	0	0	0	0	6
Brisbane Head Office	OWNERSHIP	100%	5.00	12 (50%)	0	0	0	0	6
Brisbane Head Office	REWARD	83%	4.33	6 (50%)	0	0	0	2	1
Brisbane Head Office	ROLE CLARITY	97%	4.89	22 (81%)	0	0	0	2	16
Brisbane Head Office	Workplace	100%	5.00	1 (100%)	0	0	0	0	1

Rows 1 to 8 of 8

Gender - Summary

This report shows the responses per Gender.

Communication / Gender - Summary

Engagement Summary by Gender

Gender	Engagement Score	AVG(1-5) Score	Sent (ResponseX)	1	2	3	4	5
Female - She/Her	96%	4.85	61 (55%)	0	61	1	3	30
Male - He/Him	95%	4.80	60 (16%)	0	60	0	2	8

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Gender - Pillar

This report shows the responses per Gender with Pillars.

Communication / Gender - Pillar

Engagement Pillar by Gender

Pillar	Gender	Engagement Score	AVG(1-5) Score	Sent (Response%)	1	2	3	4	5
DEVELOPMENT	Female - She/Her	100%	5.00	3 (100%)	0	0	0	0	3
JOB SATISFACTION	Female - She/Her	100%	5.00	5 (100%)	0	0	0	0	5
LEADERSHIP	Female - She/Her	63%	3.50	13 (15%)	0	0	1	1	0
MISSION & VALUES	Female - She/Her	100%	5.00	3 (100%)	0	0	0	0	3
MISSION & VALUES	Male - He/Him	100%	5.00	3 (100%)	0	0	0	0	3
OWNERSHIP	Female - She/Her	100%	5.00	6 (100%)	0	0	0	0	6
REWARD	Female - She/Her	83%	4.33	3 (100%)	0	0	0	2	1
ROLE CLARITY	Female - She/Her	100%	5.00	11 (100%)	0	0	0	0	11
ROLE CLARITY	Male - He/Him	93%	4.71	11 (63%)	0	0	0	2	5
Workplace	Female - She/Her	100%	5.00	1 (100%)	0	0	0	0	1

Rows 1 to 10 of 10

Category - Summary

This report shows the responses per Category.

Communication / Category - Summary

Engagement Summary by Category

Category	Engagement Score	AVG(1-5) Score	Sent (Response%)	1	2	3	4	5
<6 months	96%	4.85	61 (53%)	0	0	1	3	30
3-5 years	95%	4.80	60 (16%)	0	0	0	2	8

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Engagement

Category – Pillar

This report shows the responses per Category with Pillars.

Communication / Category - Pillar

Engagement Category by Pillar

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Category	Pillar	Engagement Score	AVG(1-5) Score	Sent (Response%)	1	2	3	4	5
<6 months	DEVELOPMENT	100%	5.00	3 (100%)	0	0	0	0	3
<6 months	JOB SATISFACTION	100%	5.00	5 (100%)	0	0	0	0	5
<6 months	LEADERSHIP	63%	3.50	13 (15%)	0	0	1	1	0
<6 months	MISSION & VALUES	100%	5.00	3 (100%)	0	0	0	0	3
<6 months	OWNERSHIP	100%	5.00	6 (100%)	0	0	0	0	6
<6 months	REWARD	83%	4.33	3 (100%)	0	0	0	2	1
<6 months	ROLE CLARITY	100%	5.00	11 (100%)	0	0	0	0	11
<6 months	Workplace	100%	5.00	1 (100%)	0	0	0	0	1
3-5 years	ROLE CLARITY	93%	4.71	11 (63%)	0	0	0	2	5
3-5 years	MISSION & VALUES	100%	5.00	3 (100%)	0	0	0	0	3

Rows 1 to 10 of 10

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