

## **TDOT Employee Experience Survey FAQ Document**

### **What is the purpose of the survey?**

Your opinions and experiences matter at TDOT. To continuously improve the employee experience at TDOT, we want to hear from employees about their experiences and the impact it has had on them both personally and professionally. The purpose of the survey is for TDOT executive leaders to better understand what is going well in the department and identify opportunities for improvement for the organization.

### **Why are there two parts to the survey?**

In order to assess the workplace culture and job satisfaction, TDOT employees will take the survey in two parts. Part one of the survey will focus on the employee's feedback related to job satisfaction, compensation, benefits, work-life balance, professional development, and career path opportunities. The second part of the survey will provide the opportunity for employees to provide their insight to questions involving supervisor support, department-wide communication, and department-wide initiatives.

### **How will I be able to submit my response to the survey?**

On Wednesday, August 17, 2022, every TDOT employee will receive an email with a link to the survey from Dr. Chris Shults at [noreply@qemailserver.com](mailto:noreply@qemailserver.com). The email with the survey link will be sent to each employee's primary email address as designated by employees in Edison > Employee Self Service > Employee WorkCenter > Job and Personal Information > Add Employee Information. Each survey link will be a unique link for each employee and will only allow for one survey response submittal.

### **How will my response be kept confidential?**

The survey is being conducted from researchers at the University of Tennessee's Naifeh Center for Effective Leadership (NCEL). The NCEL staff will be administering both the survey and summarizing the results for TDOT. Individual results will be kept confidential and will remain anonymous.

### **When is the deadline to submit my survey?**

Part one of the employee survey will be available for all TDOT employees to participate from August 17, 2022, to September 9, 2022.

Part two of the employee survey will be available for all TDOT employees to participate from October 25, 2022, to November 10, 2022.

**What if I have trouble logging into the survey?**

If for any reason you should encounter any technical difficulties while taking the survey, please contact the UT Institute for Public Service at either (865) 974-8964 or at 865-974-9830. You will be prompted to leave a message for assistance. Please leave a voicemail message stating your name, email address and the best phone number to reach you at, along with the technical issue you are having with the survey. Someone will return your call as soon as possible and will assist you with any technical issues you may be having with the survey.

If for any reason you should encounter technical difficulties while using a State device, please contact the TDOT Service Desk at 615-770-1700 or 844-593-5300.

**Can I save and continue later when taking the survey?**

This survey was designed to be taken in one session. Please fully complete the survey and understand that saving results to complete later is not an option for this survey.

**What happens if I get kicked out of the survey?**

If for any reason you should experience technical difficulties and be kicked out of the survey, please feel free to contact the UT Institute for Public Service at either (865) 974-8964 or at 865-974-9830. You will be prompted to leave a message for assistance. Please leave a voicemail message stating your name, email address and the best phone number to reach you at, along with stating that you have been kicked out of the survey and need to regain access. Someone will return your call as soon as possible and will assist you by enabling you to regain access to the survey.

**How long will it take me to complete the survey?**

The survey should take you around 15 minutes to complete. It includes multiple choice and open-ended questions.

**What will happen with the results of the survey, and when are we expected to see the results?**

Because this survey is designed to assist TDOT in making informed decisions for the future, a formal summary of results will be provided by the University of Tennessee's Naifeh Center for Effective Leadership (NCEL) to TDOT executive leaders about a month after the survey closes. The formal summary from the first survey is expected to be presented this fall. Recommendations will be made at that time based on the results and TDOT will begin sharing results with employees in the new year. Action plans will be formalized, and execution will also begin for many of these action plans by the beginning of 2023.