

LARIMER COUNTY EMPLOYEE SURVEY

REPORT USER GUIDE AND OVERVIEW

Here is a brief overview of what managers and supervisors will find in the Employee Voice Manager Report. There are a few things to note about this report.

- To maintain confidentiality of the employees we have set an employee threshold to five employees. Essentially this means that supervisors/managers must have a team of more than five employees **AND** have had at least five employees complete the survey. Until this criteria is met, an individual report will not be accessible.
- Once reviewed and released by HR, the comments and overview section will be available to view. Those instructions are listed at the end.

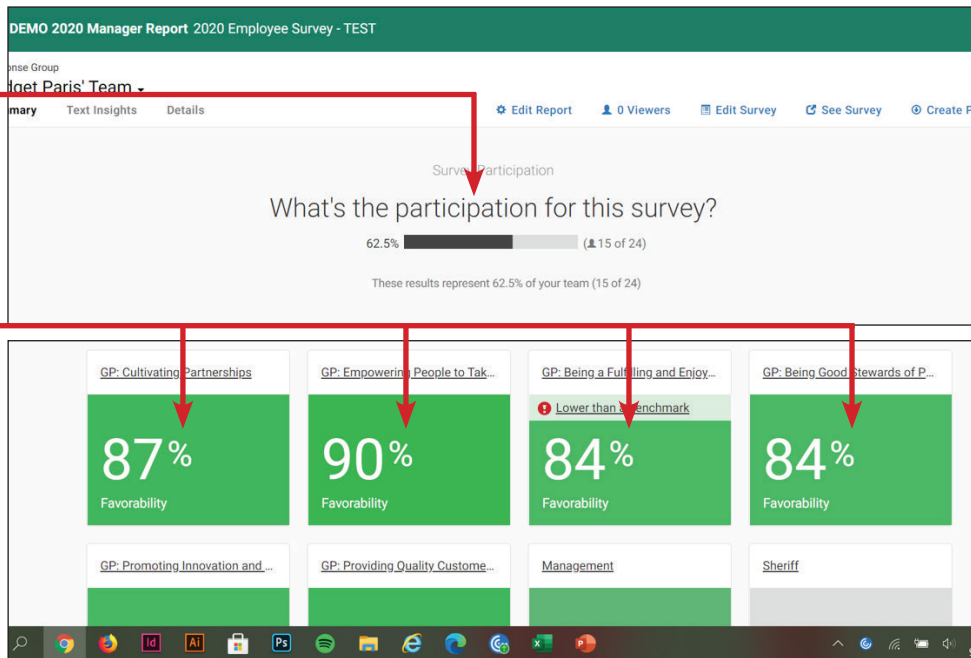
This is an overview of the data and information you'll find in these Employee Voice reports. If you have any questions, please feel free to reach out to Jennifer Glover, Marcy Hamilton, or your HR Generalist.

Department Review without Comments

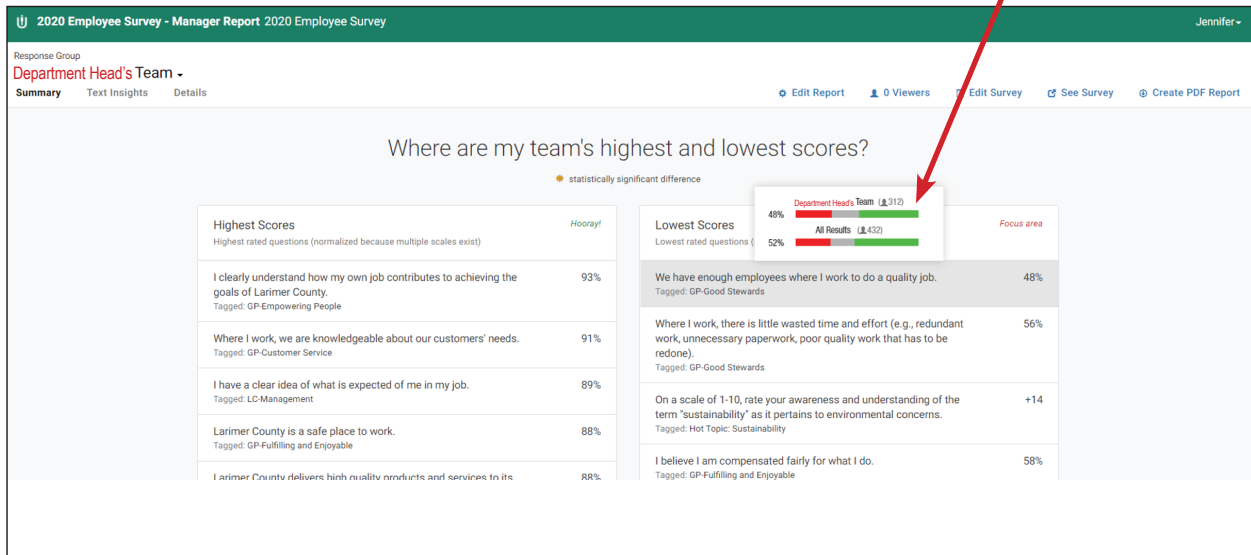
The participation for this survey calculates your team's response. *In this example, 62.5% of the team has completed the survey.*

Across the top of Significant Metrics, you'll notice that we've grouped the questions into Guiding Principles, Management, Sheriff, and All Survey Question. You can select which metric you want to view. Sheriff employees answered an additional set of questions.

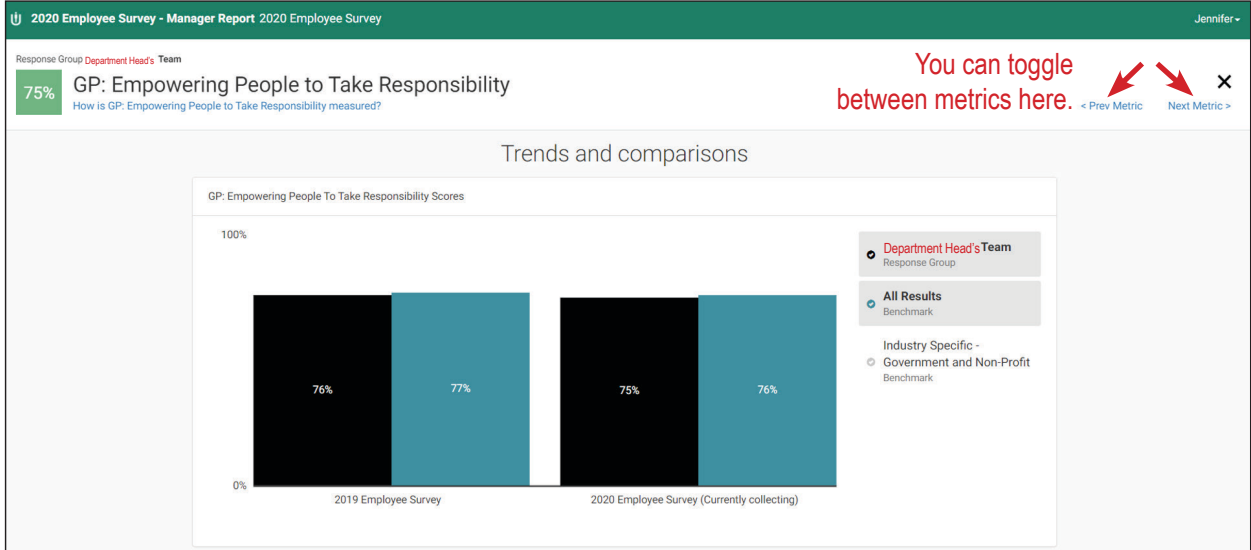
You can see how your team compares to Larimer County's overall score, and if applicable, the Government and Non-Profit industry's answers to Mercer's nationwide question database. *In this example, the overall score for "Being a Fulfilling and Enjoyable Place to Work" is lower than the benchmark score.*



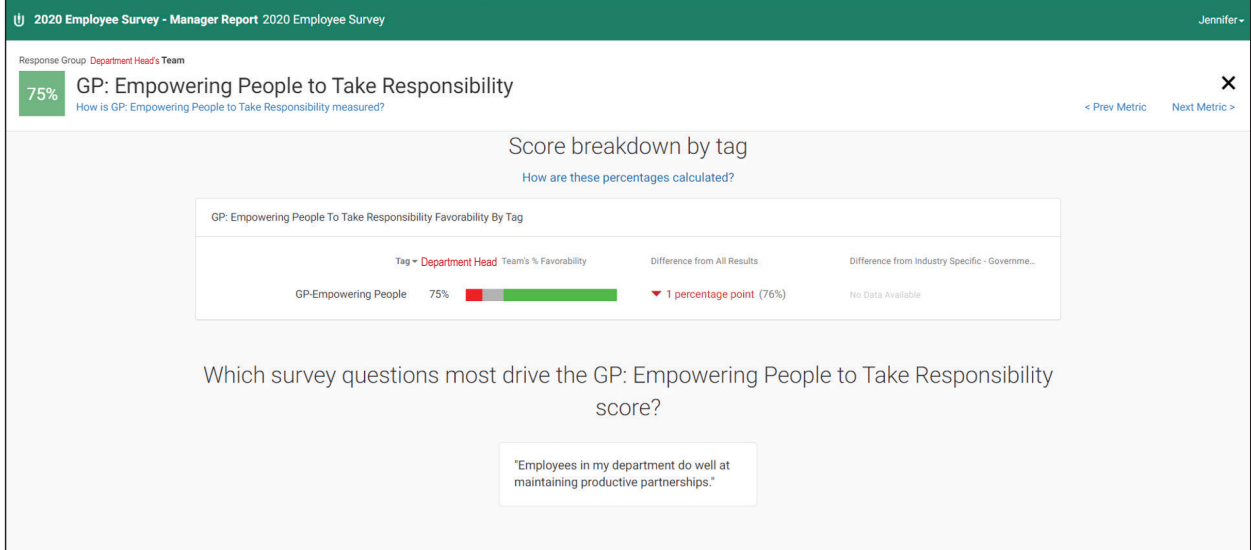
If you scroll down the page, you'll see your team's highest and lowest ranking statements. This year we've included tags so you can see which Guiding Principle belongs to each statement. We've also been able to add a new feature that allows you to hover over statements to see how your scores compare to the County's overall score. *In this example, the team's score is 48% vs. the County's overall score of 52% for the same statement.*



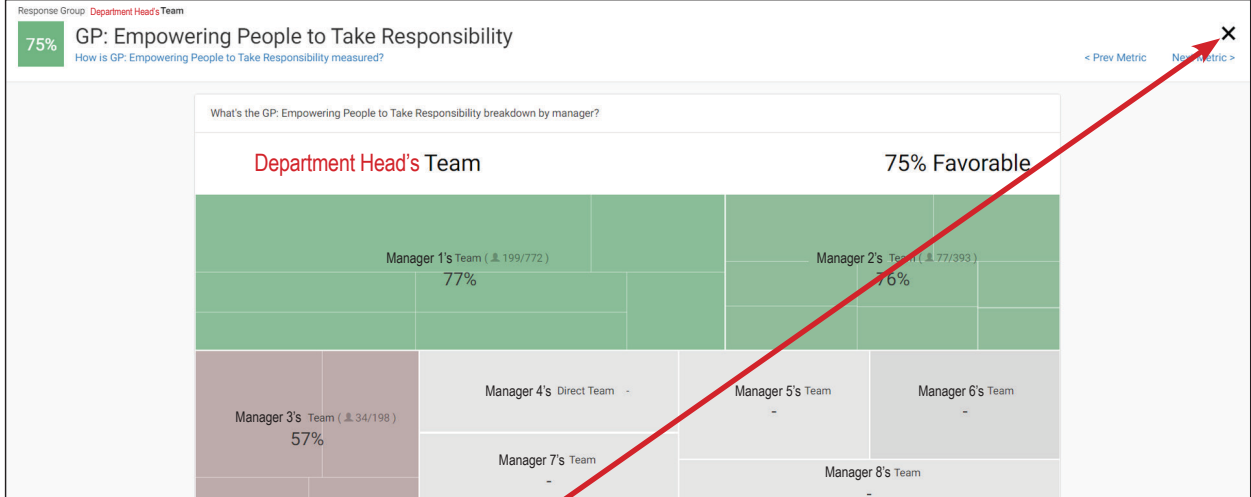
In order to view your team's scores, you'll want to click on one of the individual Guiding Principles. Because we have historical metrics data from years past, team managers can know view, compare, and contrast changes from year's scores. *In this example, the black column reflects the scores of manager's team vs. the County as a whole.*



As you continue scrolling down this page, you'll see how your team's responses contributed to this score and includes how it compares to the County's overall score. If there's a Mercer benchmark, you can compare your scores to this as well. *In this example, this Department Head's team scored 1 percentage point lower than the County's overall score.*



At the bottom of each metric's report, you can see how your manager's team did comparatively. You can continue drilling down by clicking on each manager's name. *In this example, Managers 4, 5, 6, 7, and 8 have grayed out boxes. This simply means that their teams have not met the report threshold of either having 5 employees to supervise and/or at least 5 of their employees haven't completed the survey yet.*



To return to the main page, click the X in the upper-right corner.

To view the survey's open-ended questions, select **Text Insights**. At this point, you will not be able to see individual text responses. Once HR has an opportunity to review text comments, those will be shared with those who are authorized to see them.

However, you are able to see the overall EPS (Emotional Promoter Score) and the general themes/topics that were pulled from the text responses. The EPS is an overall score based on Employee Voice's interpretation of the text response. A higher EPS score equals more positive/promoter statements. A lower EPS score indicates more negative/detractor statements. The scale runs from +100 to -100, with 0 being neutral.

To view the general themes and topics, click on the **+** symbol to expand that section.

Response Group: Department Head's Team

Summary | **Text Insights** | Details

Edit Report | 0 Viewers | Edit Survey | See Survey | Create PDF Report

What Respondents Are Saying

Detractor (-100) | Promoter (100)

- +** What do you think your department is doing well? In: Larimer County Employees | Total: 242 comments | 62
- What do you think your department could improve on? In: Larimer County Employees | Total: 203 comments | -50

Top Themes: **Volume** | Promoter Score

Theme	Count	Score	Keywords
Communication	57	-83	communication, transparency, staff, information, clients, decisions, management
Transparency	49	-79	communication, transparency, information, clients, decision, changes, management, team

Please note that the question: "What do you think your department could improve on?" will have a lower EPS score because we're asking employees how departments can improve. We expect for there to be more detractors on this question because we asked for it.

Moving on to the Details portion of the report, this is where you'll get a more in-depth look at survey overall. The default settings on this report allows you to compare the different scores from your overall team vs. the team you directly supervise vs. the County as a whole. *In this example, there is no score listed for the Department Head's Direct Team because they've only had one employee who directly reports to them complete the survey.*

2020 Employee Survey - Manager Report | Jennifer

Response Group: Department Head's Team

Summary | Text Insights | **Details**

Edit Report | 0 Viewers | Edit Survey | See Survey | Create PDF Report

Bookmark | Export | **Compare**

2020 Employee Survey

68 Questions | All

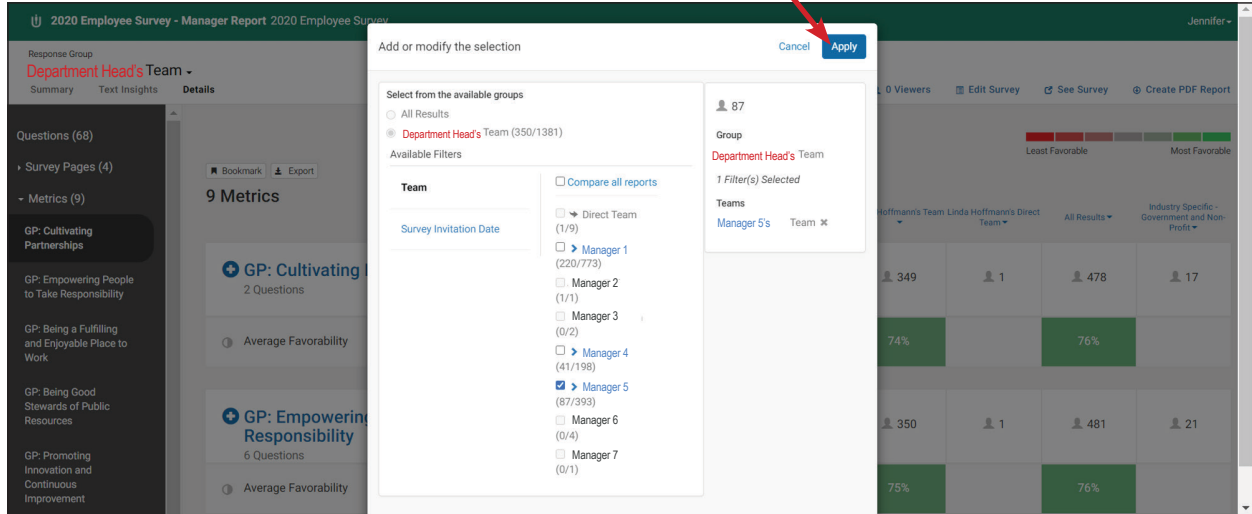
Metric	Department Head's Team (305)	Department Head's Direct Team (1)	All Results (423)	Industry Specific - Government and Non-Profit (25)
Average Favorability	76%		78%	
Average Emotional Promoter Score	8 EPS		12 EPS	Not available
Average Net Promoter Score	+22		+23	
Employees in my department do well at maintaining productive partnerships.	86%	Not enough data	86%	Not enough data

Questions (68) | Survey Pages (4) | Metrics (9)

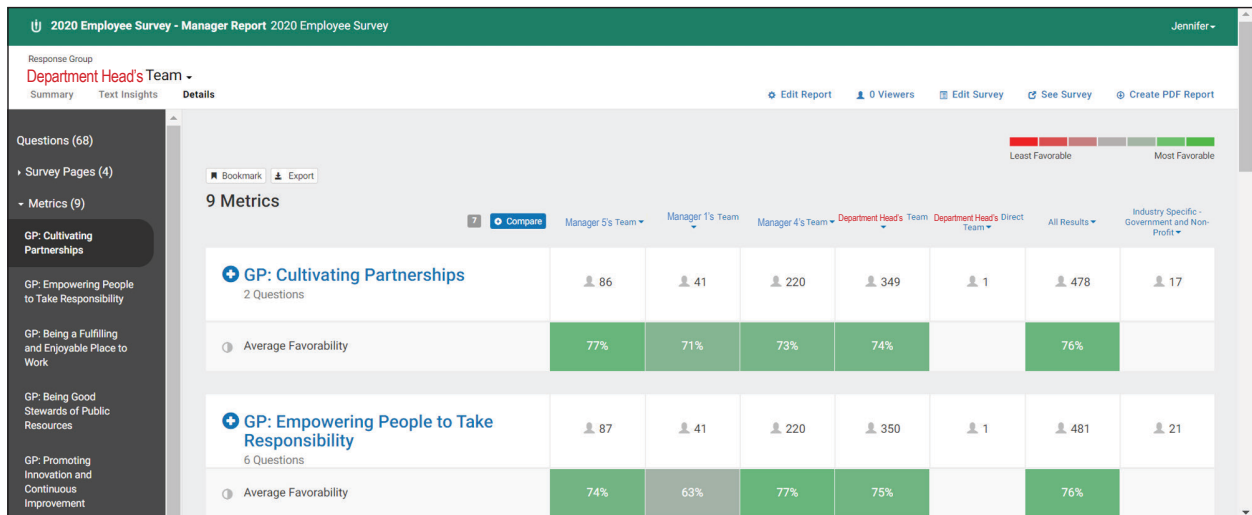
Be sure to check out a couple of new features. From the gray navigation box on the left, you can choose to view the survey questions as a whole, by survey page, or by metrics.

Secondly, if you click on the blue **Compare** button above, you can create your own comparison models. You may want to compare two different teams, or all of the teams in one place.

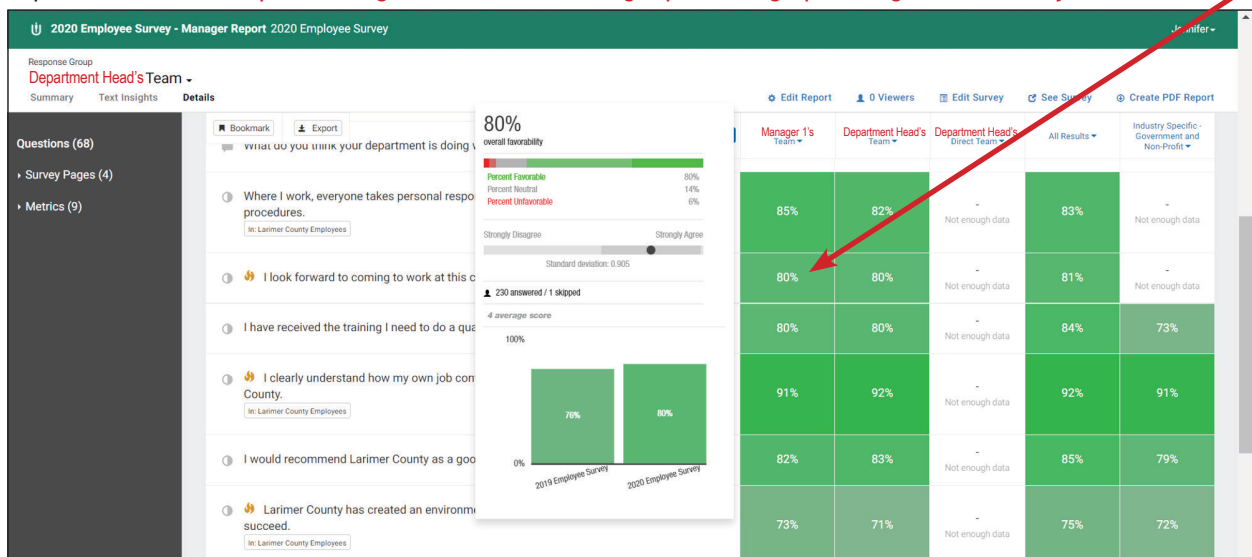
Once you hit the blue Compare button, a pop-up screen appears that lists all of the managers you supervise. If names are listed in blue, then there's enough data to view. Select one name and hit the blue **Apply** button. (NOTE: If you select "Compare All Reports" it will NOT pull each manager into their own column. Instead, this option consolidates all the managers into one column and you will be given the same results as your overall team score.)



Now you can view the managers and the teams they supervise all in one row.

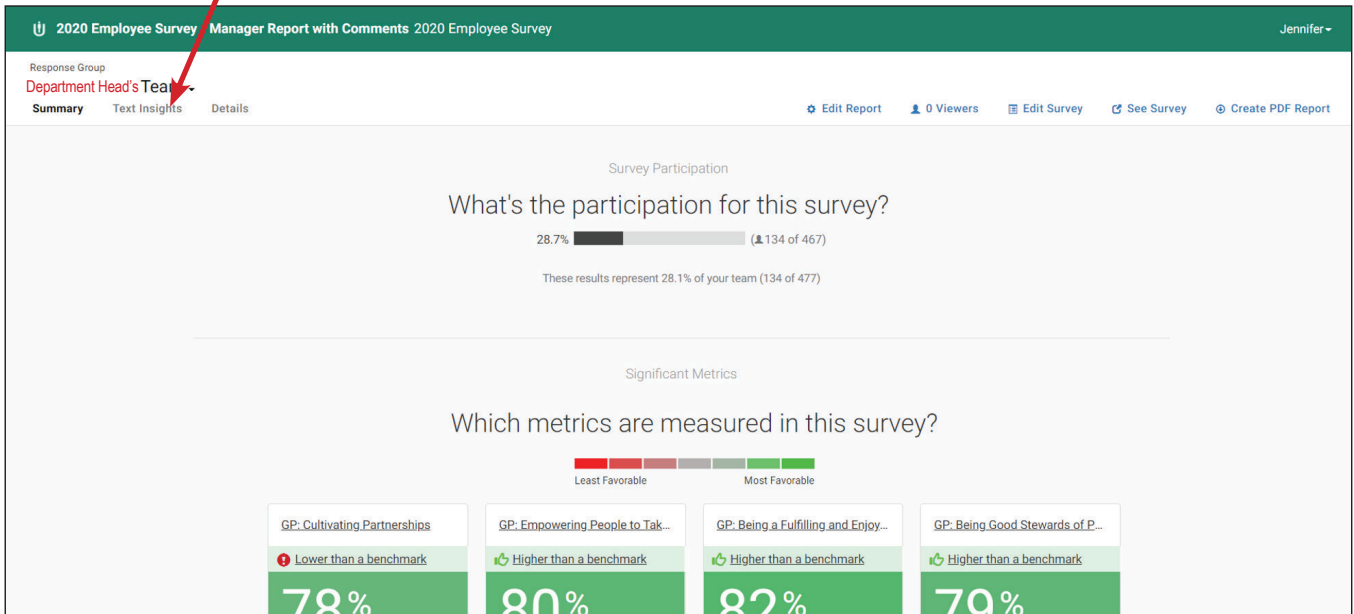


On this screen, and IF there's trending data available, you can compare the team's scores from last year to this year by hovering over the question response. *In this example, Manager 1's team is scoring 4 percentage point higher than last year's score.*

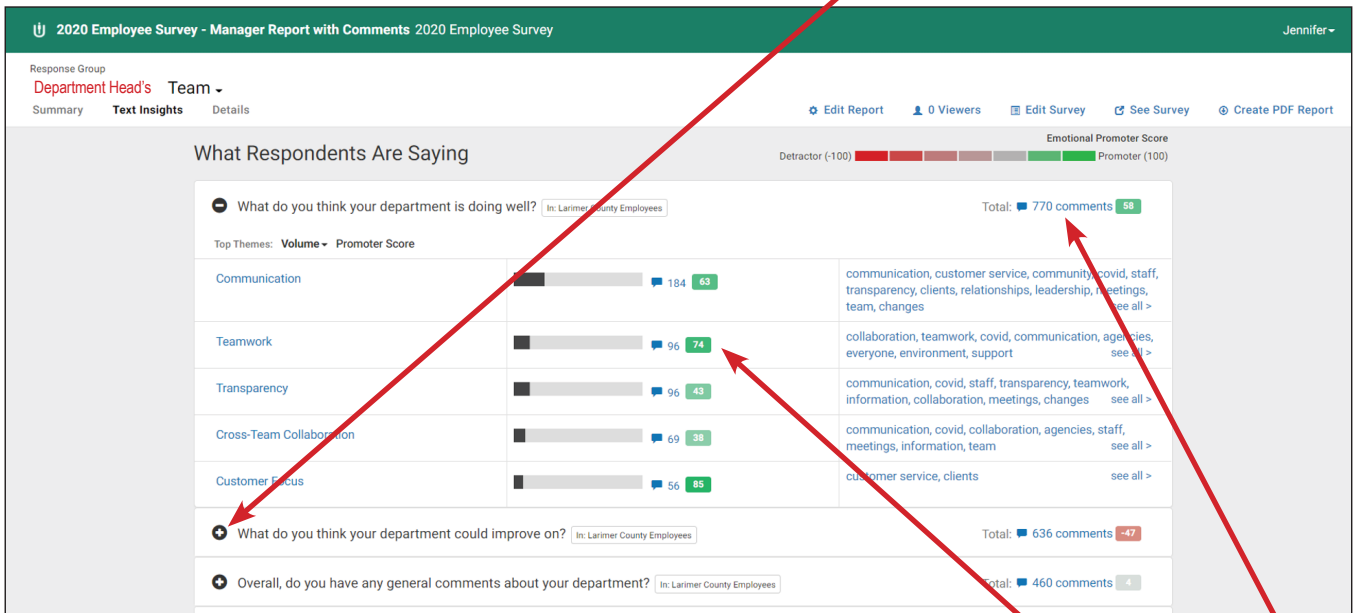


Report with Comments and Theme Analysis

From the main Employee Voice dashboard, click on the report titled Manager Report with Comments. When the initial screen of the report appears, click on the **Text Insights** link.



On the Text Insights screen, you'll see the open ended questions listed. Click on the **+** button to expand each question. Here the comments under each question are interpreted and grouped into themes.



You can view comments two different ways. If you want to view the comments by question, click on the number of comments **1** listed on the left-hand side of each question. If you want to view the comments by theme, click on the comment number **2** by each theme.

