HOPE SURVEY

Adding your voice is the first step to growing hope.

Hope Survey Implementation Guide

Table of Contents

Using this guide

Taking the Hope Survey is the first step to growing hope in your people and organization. This guide is intended as a resource for survey administrators, and organizational and community leaders to obtain the basic tools needed to successfully implement the survey. Please review the entire guide to get the most benefit out of the Hope Survey.

This guide provides instructions for:
- Survey setup and customization
- Communication and engagement of the Hope Survey
- Understanding and using your results
- Engaging in conversations with teams and individuals
- Creating a plan to grow hope in your organization (a Hope Practice)

Have questions or need some personalized support? Please contact us!
Email: info@talententhusiasts.com
Phone: +1 608.360.5800
Contact Form: thetalententhusiasts.com/contact

Survey Setup: 3 Steps to Success

Step 1: Purchase a Survey

To purchase a new survey, login to your Admin Dashboard and select *Add Survey*. Payment can be made by credit card, or you can request an invoice (please allow up to two business days for processing when requesting an invoice). Once payment information has been processed, you may begin customizing your new survey.
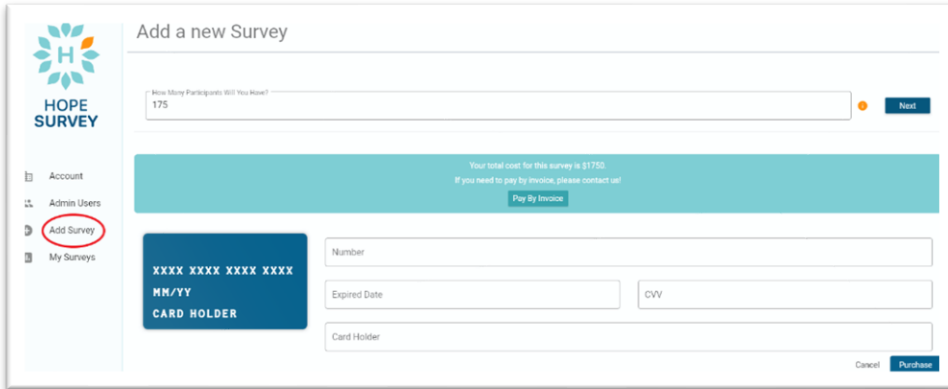
Step 2: Name your survey

Choose the name for your survey carefully. It will be visible to participants when they log in to take the survey, as well as on printed reports. We recommend including the survey timeframe, any other helpful descriptions, and the phrase "Hope Survey" to your survey name.
For example:

>   *Org Name – Fall 2021 – Hope Survey*

Step 3: Define Reporting Groups

Defining your organization's reporting groups is the most important part of the survey setup process! The ability to customize the Hope Survey allows survey administrators to craft reports that focus data for the whole organization and self-defined groups. Participation in the Hope Survey is anonymous to encourage honest feedback from participants. When participants know that anonymity is assured, they are significantly more likely to engage in the survey and provide reliable information. **To ensure the anonymity of participants, reports will only be generated for groups with *FOUR or more* responses.** If you are not confident that a group will include four responses, consider combining them with another group.

Hope Survey

Helpful Hints

How many Participants?

- We recommend using the minimum number of anticipated participants and adding additional seats as needed. We do not offer refunds or credits of unused seats. To add participant links, click "Purchase more Participants" from the *My Surveys* tab.

- To view the number of completed surveys, click on *My Surveys* from your Admin Dashboard.

Groups: Size Matters!

- Consider combining smaller groups together when possible (ex: *Sales & Marketing* as one group instead of two). A group must log **at least four responses** to trigger a report. This protects the anonymity of the participant.

  For assistance in defining your reporting groups, please contact us – we're happy to help!
  info@thetalententhusiasts.com or 612.807.9023

Overall Report and Group Reports

There are two kinds of reports. Your **Overall Report** will display results from everyone in your organization who took the survey. **Group Reports** will display results for specific groups of people in your organization, as determined by you, the survey administrator. Customization categories include *Location* (where do your people work?), *Group* (how are your people organized – by department, team, etc.?), *People* (what do you call your people?) and up to three customized User-Defined groups. See sidebar for an example from a school district.
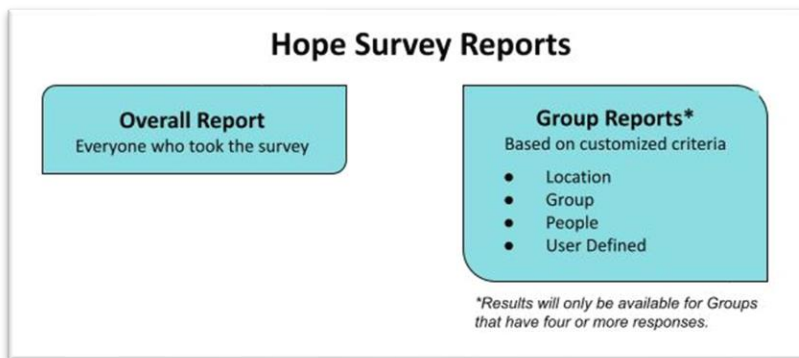
Customizing Group Reports

Determine how you would like to group the people in your organization for reporting. (Remember that a group needs to have **at least four responses** to generate a report.) Survey Administrators setup Reporting Groups based on the following criteria:

Location

What names best describe the place you most frequently do their work in your organization?
The Survey Administrator will customize the Location options and survey participants will choose ONE Location. Examples might include specific buildings, offices, classrooms, workspaces, or vehicles.

Tip: You are providing the options for participants to answer this question: "Where do you most frequently perform your work?" If your organization only has one location, you may wish to list individual classrooms, wings, floors, etc.

Group

What names best describe the groups of people in your organization?
The Survey Administrator will customize the Group options and survey participants will select as many options as apply to them. Examples might include specific departments, grades, teams, advisories, or pods.

Tip: You are providing options for participants to answer this question: "What name best describes the group you belong to in this organization?"

Only include groups that your organization wants reports for; this may or may not mirror your organizational structure.

People

What names best describe the individual people in your organization?
The Survey Administrator will customize the People options and survey participants will choose ONE People option. Examples might include employee, student, colleague, member, or volunteer.

Tip: You are providing options for participants to answer this question: "What name best describes you in this organization?" Be sure that these categories do not overlap (it should be clear to participants which ONE group of people they belong to).

User-Defined Groups

The survey administrator may include up to two additional questions of their own creation (and related answer options). These questions can be used to create reports based on any groups of people not covered in the above customization. Examples might include:

How long have you worked at this organization?
- o   Less than 1 year
- o   Between 1 and 3 years
- o   More than 3 years.

Do you regularly supervise other people?
- o   Yes
- o   No

Previewing and Editing Your Survey

To preview your survey, from the *My Surveys* tab make sure the survey status is set to *Open*. Next, copy the survey link and paste into a new browser window. You can now preview the entire survey. When you are ready to quit the preview, simply close the browser window. If you preview all the way to the end of the survey do NOT submit when asked "Are you ready to submit your survey?"; instead close the browser window.
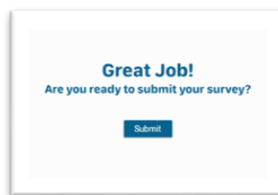

Surveys can be edited at any time from the *My Surveys* tab by clicking the pencil icon to the left of the survey name. To ensure accurate results and a consistent experience for all participants, we do not recommend any editing after the survey link has been distributed.
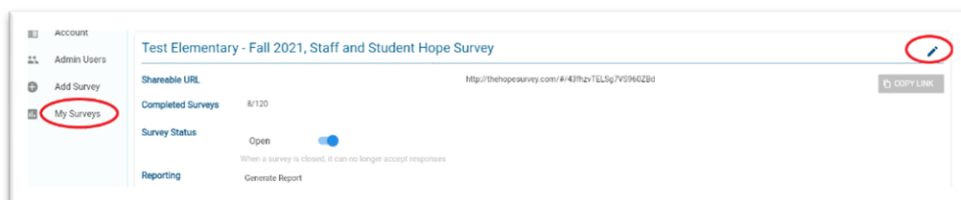
Survey Communication and Administration

Selecting Survey Dates

Survey Administrators can choose when to open their survey and how long to leave it open. Opening and closing a survey is done from the *My Surveys* tab. Once a survey is closed, it cannot be reopened. The amount of time you allow for participants to complete the survey is up to the organization. In general, we recommend the survey window be open for no longer than XXXXX.
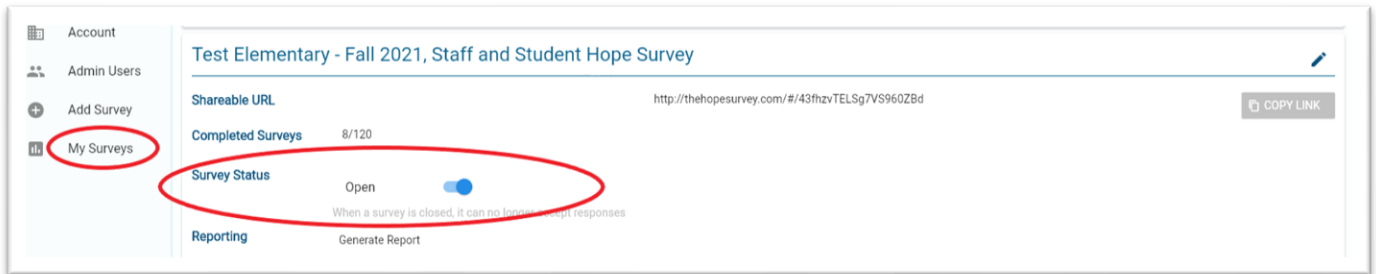

Orienting Participants to the Hope Survey

For best participation and feedback results, we encourage you to spend some time orienting participants to the Hope Survey before sharing the survey link. Share with participants the reasons your organization is engaging in the Hope Survey, your goals, the process, and what participants can expect after the survey. Additional support for orientation is available through Talent Enthusiasts.

Orientation resources can be found on our website: https://www.thetalententhusiasts.com/hopesurvey.

Sharing the Survey Link and Viewing Progress

To invite participants to take the Hope Survey, first ensure the survey status is set to *Open*, then copy and paste the link into an email for distribution.
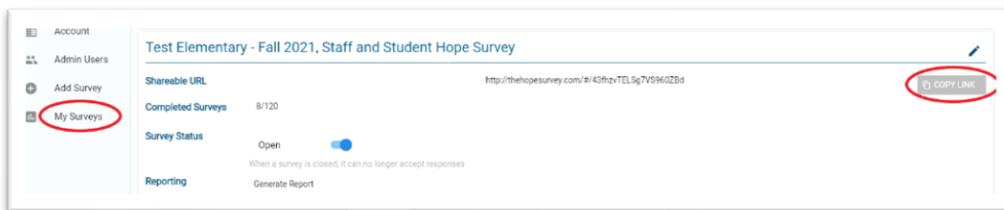
Survey Administrators can view the number of completed surveys at any time from the *My Surveys* tab.
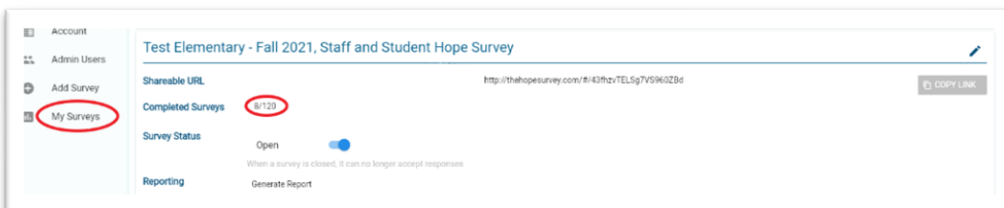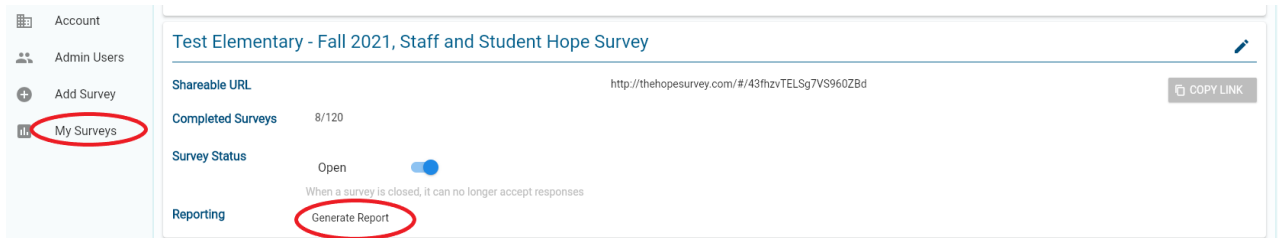
Post-Survey: Results & Reports

Viewing and Filtering Results in Your Dashboard

When you are ready to close your survey simply click the toggle switch from *Open* to *Closed.* The survey will no longer accept survey responses once the status is changed to *Closed.*

Survey results are available immediately by clicking *Generate Report*.

From the reporting view, illustrated below, you will be automatically viewing the overall results for all participants who took the survey. The Overall Hope Score is located in the upper right-hand corner and is an average of all the other Hope filter categories. Survey Administrators can filter results based on the Hope Filters (People, Group and Location) or any custom User Defined Filters they created during survey setup (B). If there were FOUR OR MORE responses for the selected filter, results will be displayed (C). To generate a PDF of the current filter view, simply click *Download PDF* (D).