

Hearing From All Employees

University of Pittsburgh/ModernThink 2025 Workplace Survey Frequently Asked Questions

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1. Why is the University of Pittsburgh conducting a survey of its faculty and staff?

A vital pillar of the [Plan for Pitt 2028](#) is being welcoming and engaging, including with employees. A key part of that is being viewed as an employer of choice. With a long-term goal of being recognized nationally as a great place to work, Pitt is committed to hearing from our faculty and staff on how we can create an even better workplace environment to attract and retain world-class faculty and staff.

Gathering faculty and staff perspectives on their work experiences helps our leadership understand what currently works and what needs to be improved. Improvement occurs when we openly solicit candid and confidential feedback from all critical stakeholders and develop an action plan based on your feedback.

2. Why is now the right time for this survey?

With relatively new University leadership, and a new strategic plan to move forward, now is a perfect time to understand what factors are most important to our faculty and staff. Pitt is committed to our people, and we need to hear from our faculty and staff on our direction and work environment.

This survey will also serve as a baseline for future input from faculty and staff on University priorities and needs, as well as to measure progress made. This survey will help inform our strategic planning process.

3. Why did Pitt select ModernThink to administer the survey?

[ModernThink LLC](#) is a nationally recognized organization specializing in workplace engagement surveys for higher education. The higher education benchmark data ModernThink provides will give the University valuable insight into how we compare to other universities across the nation.

4. How was the survey process designed?

Pitt convened a group of stakeholders across the University to work with ModernThink's consultants in refining the survey to meet the University's needs. In the coming weeks and months, ModernThink will collaborate with this team to administer the survey, ensure confidentiality and aid in the sharing of the aggregated results.

5. What areas will the survey focus on?

The survey statements solicit feedback on a broad range of topics focused around the following themes:

Collaboration	Job Satisfaction and Support
Communication	Mission and Pride
Confidence in Senior Leadership	Performance Management
Opportunity, Community, and Engagement	Professional Development
Faculty and Staff Well-being	Supervisors/Department Chair Effectiveness
Benefits Awareness	Faculty Experience (Faculty only)

In addition to the core survey statements, the Executive Working Group has included additional statements to focus on Pitt-specific initiatives.

6. How much time will it take to complete the survey? How long is the survey, and what is the format?

The online survey should take less than 15 minutes to complete. If you are unable to complete the survey after you begin, you will have the option to save your responses and access them later.

The survey consists of statements that faculty and staff respond to using a five-point agreement scale (*Strongly Agree, Agree, Sometimes Agree/Sometimes Disagree, Disagree, Strongly Disagree*). Additionally, there is a *Not Applicable* response option. The survey instrument also includes a benefits awareness component and open-ended questions.

7. Why is my participation important?

First, as a faculty or staff member at Pitt, your voice matters. Second, higher response rates give a more accurate picture of our university and its individual departments. This is a significant opportunity for you to share your ideas, opinions and solutions by participating in both the survey and our follow-up action planning.

8. Is my participation in this survey optional?

Yes, participation is completely voluntary.

9. Who is eligible to participate in the survey?

We will be inviting and encouraging all full- and part-time faculty, as well as all full- and part-time staff, union-eligible, executive and research associate employees, to participate in the survey.

10. How do I take the survey?

On **Monday, March 31**, all eligible faculty and staff members will receive an email invitation, delivered to your official Pitt email account, to take the survey hosted on ModernThink's secure website. The survey will be available for two weeks.

You will be asked to enter a username and password, which will be provided in the email invitation sent to you directly by ModernThink.

You may take the survey at any time, 24 hours a day, seven days a week, from work or from home. Internet access is required. Employees taking the survey can use the same workstation, as long as each person properly logs in to and out of the survey.

11. Are my survey responses confidential?

Yes. The purpose of the survey is to get honest feedback. The University of Pittsburgh is using an external partner (ModernThink) to administer the survey. It is web-based and automated with a secure internet connection.

Each employee will receive an email invitation from ModernThink to participate in the survey. Once you click on the survey link, you will go directly to ModernThink's website. Pitt has no access to this website. Your responses will be submitted directly to ModernThink's database, and all processing will be done by ModernThink. You will not be asked your name on the survey. The email will include unique password information for each user. This information is stored on the ModernThink server. This information is for access only and will not be linked to your individual survey responses.

At no point will your manager or any other Pitt employee see your individual survey results; they are combined and only reported back to the University in the aggregate/grouped format. No one at Pitt will know if or how you personally responded.

12. Can't my email address be used to track my responses?

No. The survey will be completed on ModernThink's private server. The email address is only used to access the survey and to ensure that only one survey is completed per employee. Emails are purged from ModernThink's system once the survey project has been completed.

13. Once I start the survey, can I access it again?

Your answers will be stored each time you select the SAVE & CONTINUE button at the bottom of a survey page. If you get interrupted, you can come back to the survey. You will need to log on to the ModernThink survey site to reaccess the survey. To protect your confidentiality, you will not be able to access the survey after you click the SUBMIT button on the last page of the survey.

14. What if I have problems accessing the survey site?

For technical questions or problems with the survey site, please contact ModernThink at (888) 684-4658 or surveys@modernthink.com, Monday through Friday, 9 a.m. to 5 p.m. EST. After hours, leave a message, and your call will be returned as promptly as possible.

15. How many employees does Pitt need to respond to the survey to get the data we need?

While a 100% response rate is not necessary, we'd like to see as high a response rate as possible. Average response rates for ModernThink surveys typically range between 40% and 65%. We hope that each of you will encourage your colleagues to participate.

16. Once all the results are received, what's next?

The University is committed to gathering feedback, identifying and prioritizing areas of action, sharing the findings with you and developing follow-up plans to address the survey's findings.

17. How often will this type of survey occur?

While a formal timeline for the next survey is not yet established, the University of Pittsburgh is looking into repeating this process on a to-be-determined cadence. This year's results will provide us with the necessary baseline data allowing us to measure our progress moving forward.

18. Whom can I contact with additional questions about the employee survey?

If you have any questions, concerns or suggestions regarding the survey and/or the survey process, please do not hesitate to [submit an online inquiry](#) with the University Office of Human Resources or contact ModernThink Senior Project Manager Liz Flood at (888) 684-4658 or lflood@modernthink.com.