

# UHR Engagement Group - 7 Oct 2024

This padlet is created to collect the thoughts and insights from discussions at the UHR Engagement Group meeting for sharing with wider UHR membership

## Item 1: Survey Analysis and Benchmarking

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### ↻ "Engagement Benchmarker" Feedback

Please add here any thoughts you have about the Benchmarker prototype: what will work well, what needs to be added and how could it be improved?

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**Kirt (KCL)** 10/7/24 9:23AM

Looks great Emma - going to be really helpful when we go back to tender next year

**Catherine Harrison** 10/7/24 9:23AM

Very comprehensive - not sure I'd be able to fill in every column but would be happy to give it a go. I'd like to see two additional things if possible: 1 - comparison between PS and academic response rates and 2 - a drop down to select how eNPS is calculated (even though it's a standard measure, providers (annoyingly!) have different methodologies).

**Kirt (KCL)** 10/7/24 9:24AM

Perhaps on provider spend (if sensitive) we can offer a costing range

**Catherine Harrison** 10/7/24 9:42AM

Suggestion from the chat: benchmarking of confidentiality limits

**Catherine Harrison** 10/7/24 9:59AM

Suggestion from the chat: an overall engagement score as a benchmark

### ↻ **Link to Engagement Benchmarker Prototype (saved in MS Teams Files Area)** [Engagement Benchmarker DRAFT.xlsx](#)

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### ↻ **Discussion on data analysis and benchmarking**

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**PHES** 10/7/24 10:01AM

Various members talked through the approach in their institution to data analysis and benchmarking

of survey data. This included the minimum level of responses in one area to make that area reportable (some said 7, some said 10). There was also a discussion about the level and number of managers who had access to systems and dashboards to see the data from their area - this varied greatly with some HEIs reporting over 100-150 users. Some commented that they give access to a nominated individual in the business area rather than rely on a Dean or other senior colleague.

**PHES** 10/7/24 10:04AM

There was a further discussion on the collection and analysis of free text comment responses. Some HEIs redacted these for anonymity through their survey provider. Some colleagues read through them all in order to get an overall view (suggesting to go for a walk or a coffee afterwards!). Some members mentioned that they offer support to the managers who are receiving the feedback, especially where there may be negative feedback. One HEI reported that they collected feedback about internal services such as IT, HR or Catering and sent it to that department to facilitate service improvement. One HEI reported using the AI option embedded in their service provider model to generate themes, although they did check this to ensure validity.

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## Item 2: Approaches to Action Plans

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### ⇒ Approach taken at King's College London

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**PHES** 10/14/24 11:40AM

Slides used by presenter have been saved in the Group Teams site in the shared folder for uploading documents.

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### ⇒ Approach taken at Lancaster University

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**PHES** 10/14/24 11:40AM

Slides used by presenter have been saved in the Group Teams site in the shared folder for uploading documents.

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### ⇒ Key points from Discussion

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**PHES** 10/7/24 10:16AM

One HEI noted they are going to Exec next week with their provider to determine the level of action planning that will be taken

**PHES** 10/7/24 10:18AM

One HEI noted the challenge of people not feeling like anything was taken forward from the previous survey. Largely as they don't have extensive action plans to be able to demonstrate what has happened (and lots has been done!). An approach with extensive action planning would be difficult to accomplish with a small team.

**PHES** 10/7/24 10:20AM

Another HEI said it was interesting to see the two different approaches. They are trying to make sure people are empowered to make changes. OD partners and HRBPs work with business areas to work through the data and then ensure it is taken forward

through BAU. It is challenging as it requires trust that they are actually taking it forward.

**PHES** 10/7/24 10:21AM

Another HEI is just launching their survey and HRBPs are trying to plan their action planning framework. Noted the cultural component is important in terms of what suits your HEI best.

**PHES** 10/7/24 10:23AM

Q about using large no of action plans and how this is managed/monitored. In response, one HEI explained they are lucky to have enough resource to do so with HRBPs who were linked to communication and actions planning in each area. The biggest champion for getting buy-in was someone from the leadership team who ensured there was action in driving change in each local area. There was a mandate that every area would deliver action plans. Also noted that they had invested heavily with the survey provider.

**PHES** 10/7/24 10:27AM

Another HEI went forward with local action plans. Tried to make the links for staff as there had been criticism about nothing happening. The HRD ensures that themes are picked up and shared when talking about projects and work that is being delivered to link back to the survey outcomes. They have a mechanism for each area reporting back by creating a poster on action delivery that will be collated and put into an exec paper. Also looking to ramp up actions ahead of starting delivery of a new survey.

## Agenda Formalities

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### ↔ **Any Other Business**

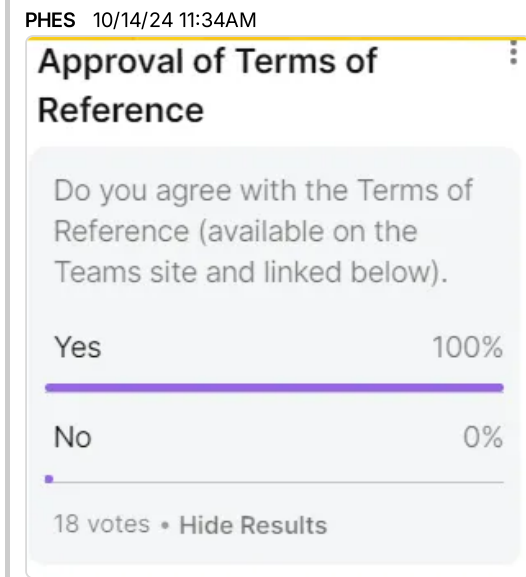
Would you like to raise something under Any Other Business? Post here and we will make time for covering it in the final slot of the session.

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↩ **Approval of Terms of Reference**  
Please vote here to confirm your agreement with the Terms of Reference for the next 12 months.

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Poll Results

Do you agree with the Terms of Reference (available on the Teams site and linked below).

Yes

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No

↩ **New Terms of Reference**

👍 0 🗳️ 0 🗨️ 0



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## Urgent Queries

↩ **Does anyone have any urgent questions they would like to ask the network about today?**

This is an opportunity to raise questions or seek advice from your peers about real life challenges you are facing in relation to ways of working. Post here and we will make time for you in the final segment of the session.

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PHES 2/4/25 1:23PM

One member asked: Redaction of survey free text answers to remove personally identifiable information and flag any sensitive content/comments - any experiences of using AI redaction tools rather than manual? Did it work well? Any challenges? (We are working with People Insight to set up our next survey) Thanks!

PHES 2/4/25 1:24PM

One member responded: for redacting we had to do it manually I'm afraid

A large grid of dots for posting a response.

