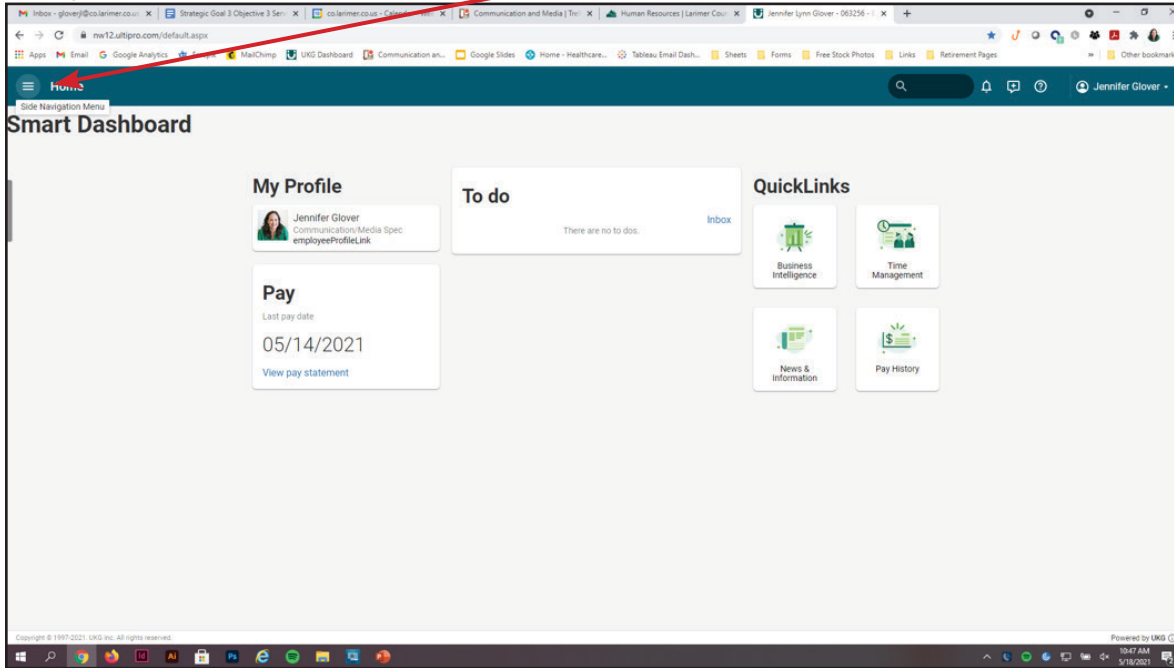# UKG EMPLOYEE VOICE
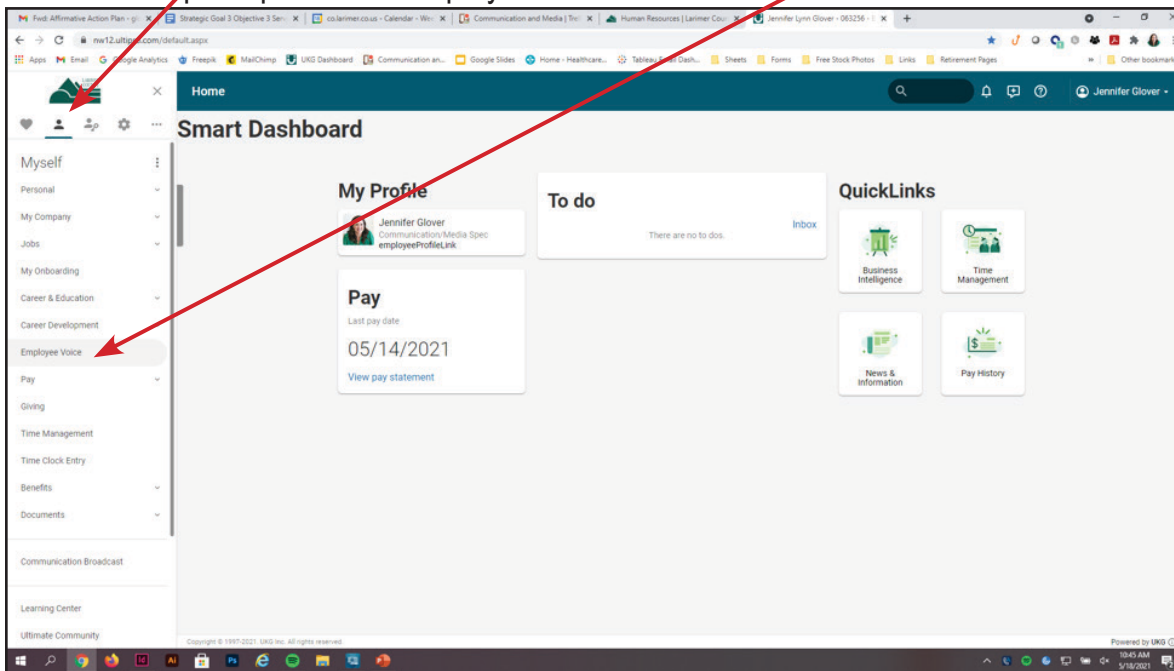# Creating a Survey Guide

ACCESSING EMPLOYEE VOICE

From the main UKG dashboard, click on the "hamburger" menu in the upper-left cornerto access the Side Navigation Menu.
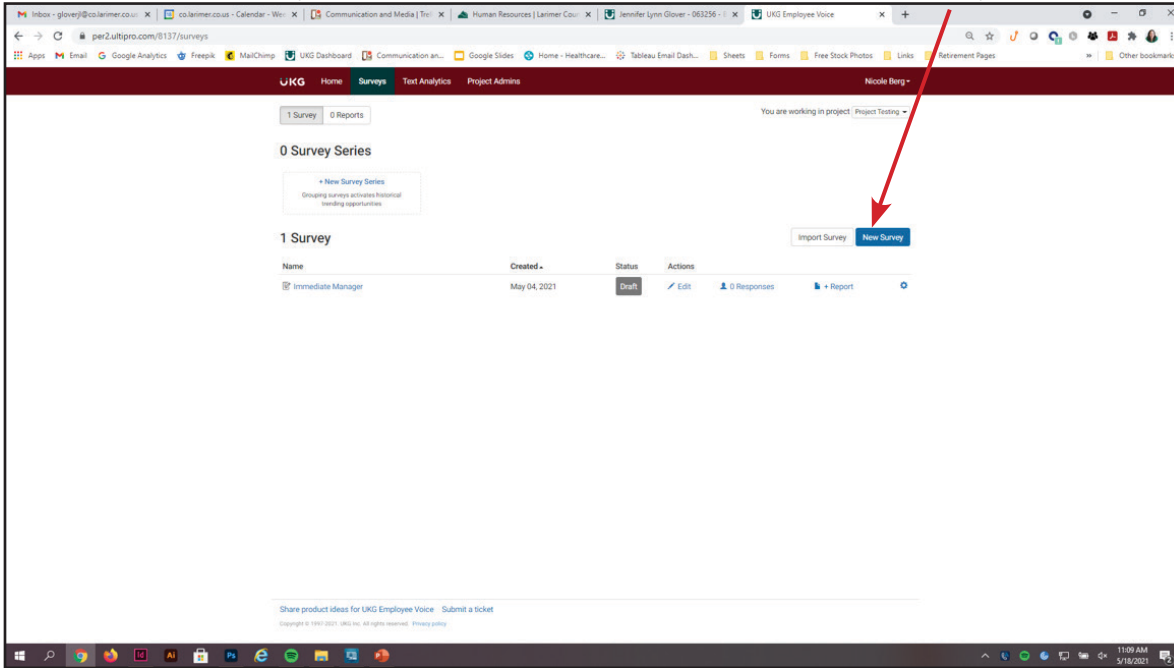

Click on the User icon to access the Myself menu, locate Employee Voice in the menu and click it. A new window will open up with the Employee Voice dashboard.
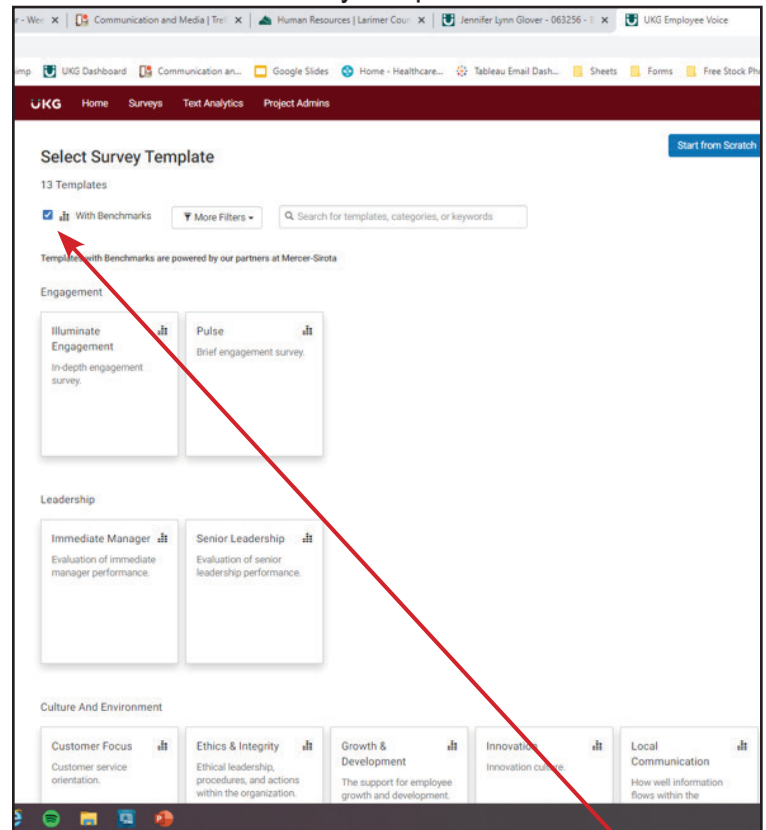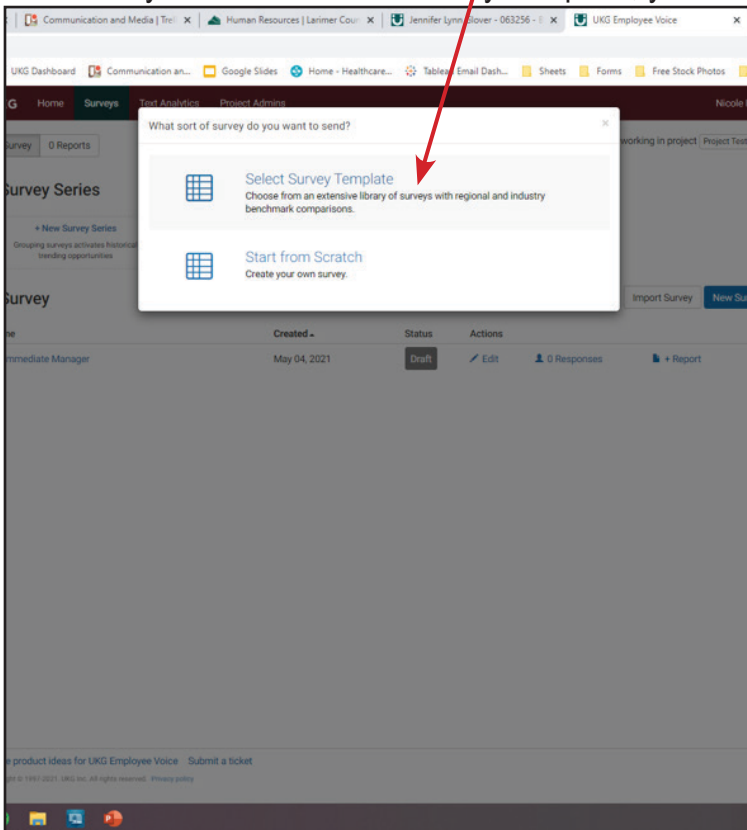
CREATING A SURVEY

From the main Employee Voice dashboard, click on the blue New Survey button.

You'll get a pop-up window, asking if you want to choose one of UKG's survey templates or start a survey from scratch. If you choose Select Survey Template, you'll be taken to their list of survey templates.

On this screen you can view a number of different survey templates from UKG. If you click on the box "With Benchmarks," the list will filter to show templates that have national metrics through Mercer-Sirota. As you start getting results from your survey, Employee Voice will show how your scores compare with other companies throughout the country.

Once you select a survey template, you can edit the survey as needed for your department.

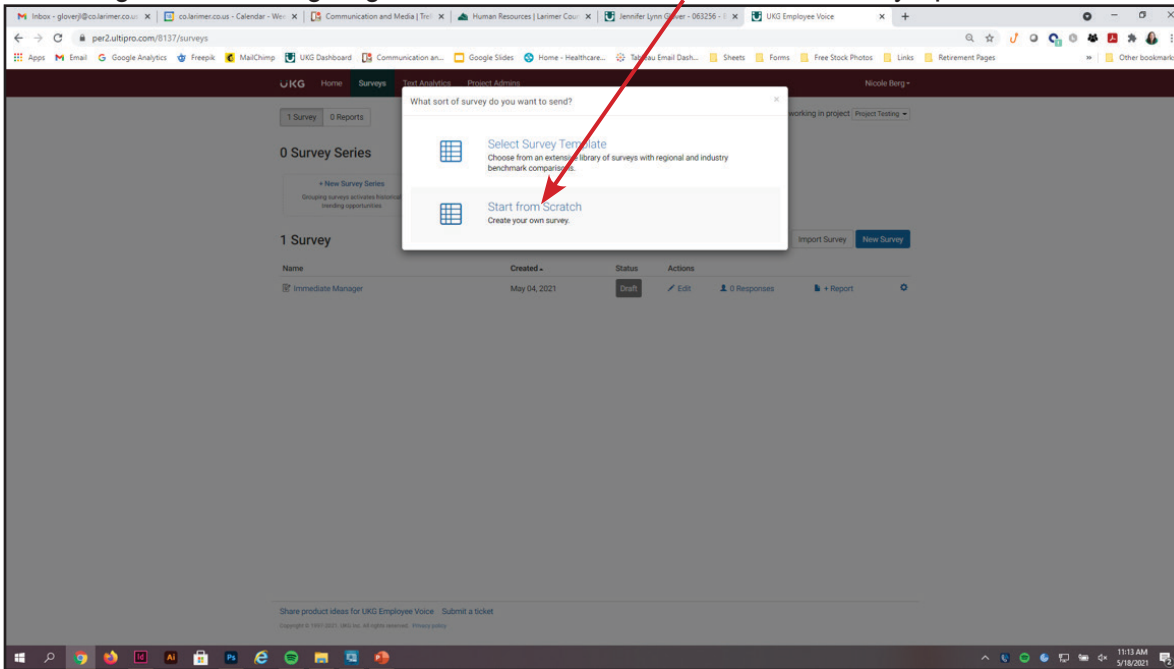For this guide, we are going to select the Start from Scratch survey option.

You'll get a pop-up window, asking if you want to choose one of UKG's survey templates or start a survey from scratch. If you choose Select Survey Template, you'll be taken to their list of survey templates.
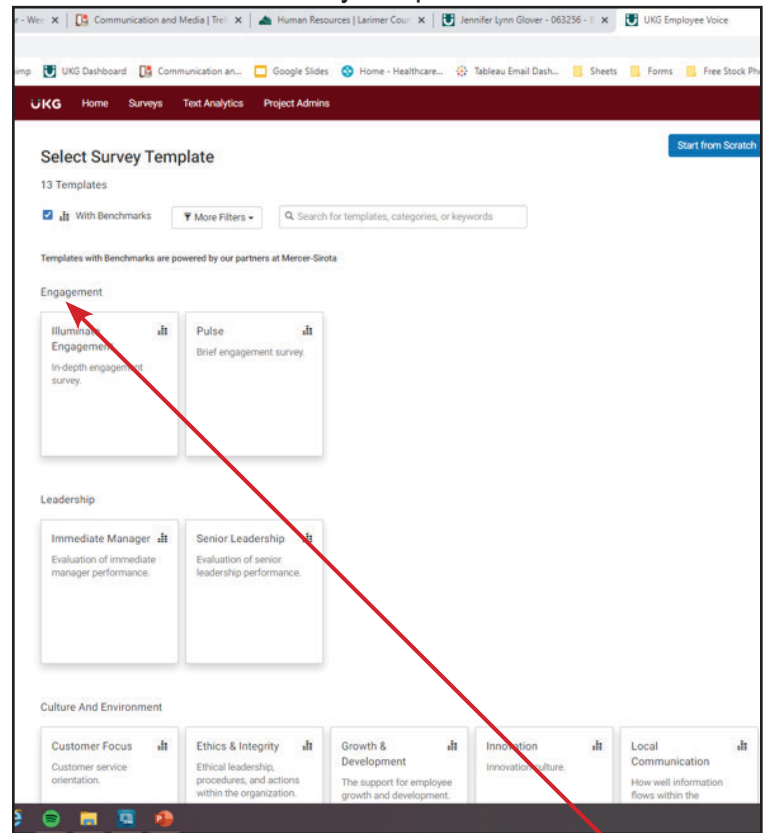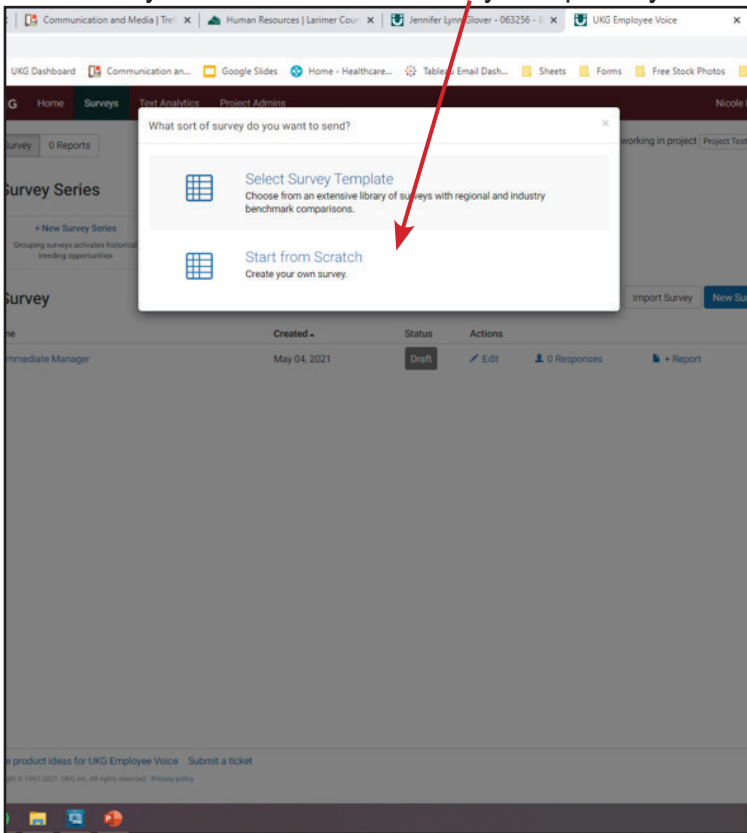

On this screen you can view a number of different survey templates from UKG. If you click on the box "With Benchmarks," the list will filter to show templates that have national metrics through Mercer-Sirota. As you start getting results from your survey, Employee Voice will show how your scores compare with other companies throughout the country.

Once a template is chosen, you can still edit the survey be following the next instructions. You can also add or remove questions from the survey on the next screen. You cannot, however, edit the template's questions or

responses due to the fact that they're tied to the Mercer-Sirota metrics.

For this guide, however, we're going to build a survey from scratch. From the above screen, select the Start From Scratch option.
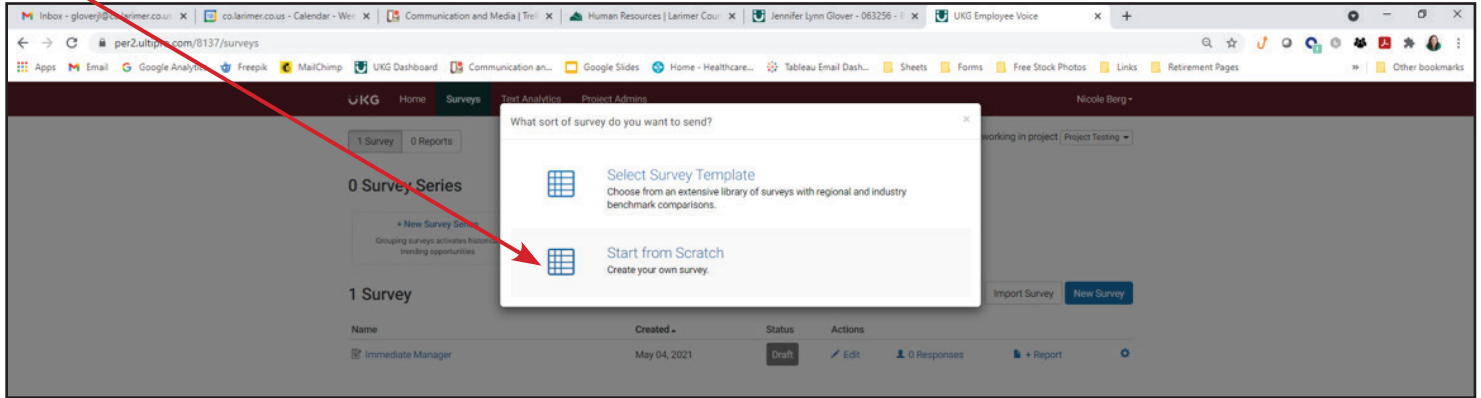
On the next screen, you'll edit the following fields:
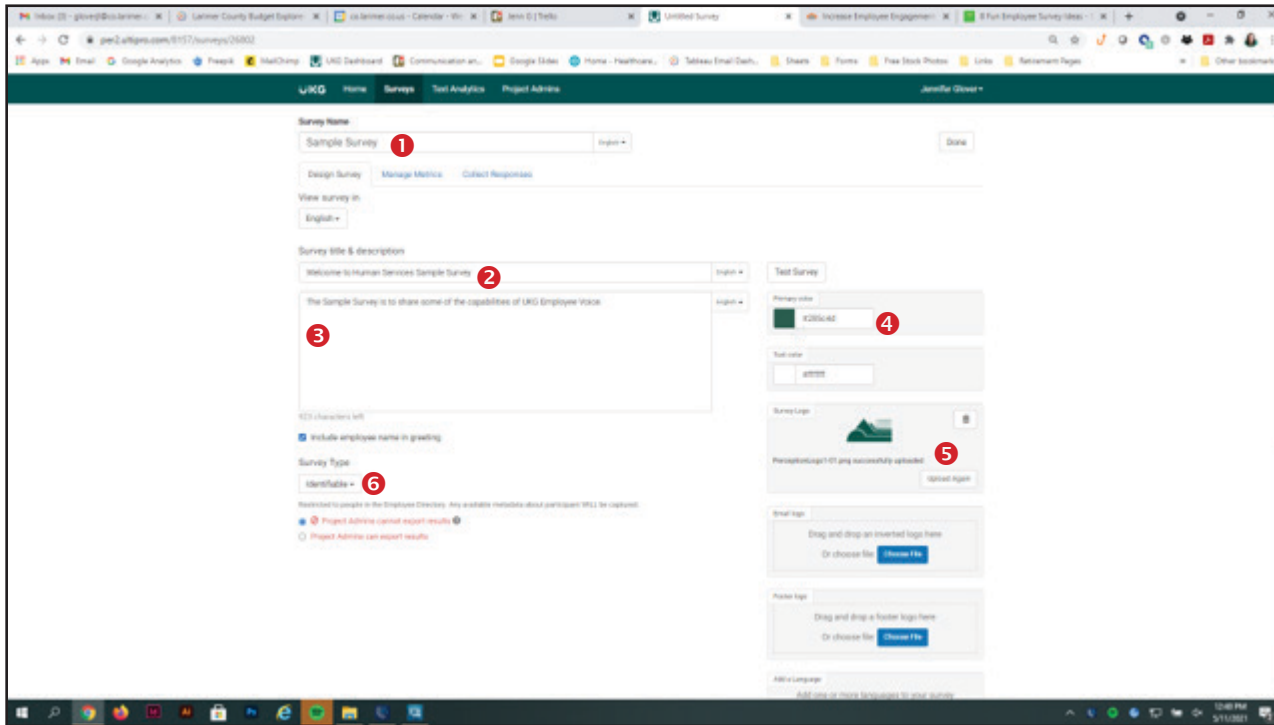
1. **Survey Name:** An identifiable field for your eyes only.
2. **Survey Title:** This field will be seen by those taking the survey.
3. **Survey Description:** Include a description of the survey. This field will be seen by those taking the survey.
4. **Primary Color:** This will always be #285c4d, which is a County brand color.
5. **Survey Logo:** You can access this image file on the survey website.
6. **Survey Type:** This is where you will choose if the survey is employee-specific (Identifiable) or Anonymous. We will go over Anonymous surveys at the end of the guide.

AVAILABLE SURVEY QUESTIONS AND TYPES

In the next section, we'll cover some of the survey question types available in Employee Voice. They include Rating, Ranked Choice, Multiple Choice Checkbox, Multiple Choice Ranking, Multiple Choice dropdown, and Open Ended text questions.

From the Question Pages❶ section, click on the appropriate page (in this case, Page 1)❷ to open the page options. Page Title❸, Page Prompt❹, and Page Description❺ can be filled out if needed. These fields are seen by everyone filling out the survey. For this guide, we have left those blank. You can select Add Question from Library❻, and these are pre-populated questions from the survey tool. These questions and scales are NOT editable. Otherwise, select the Create Question❼ button.
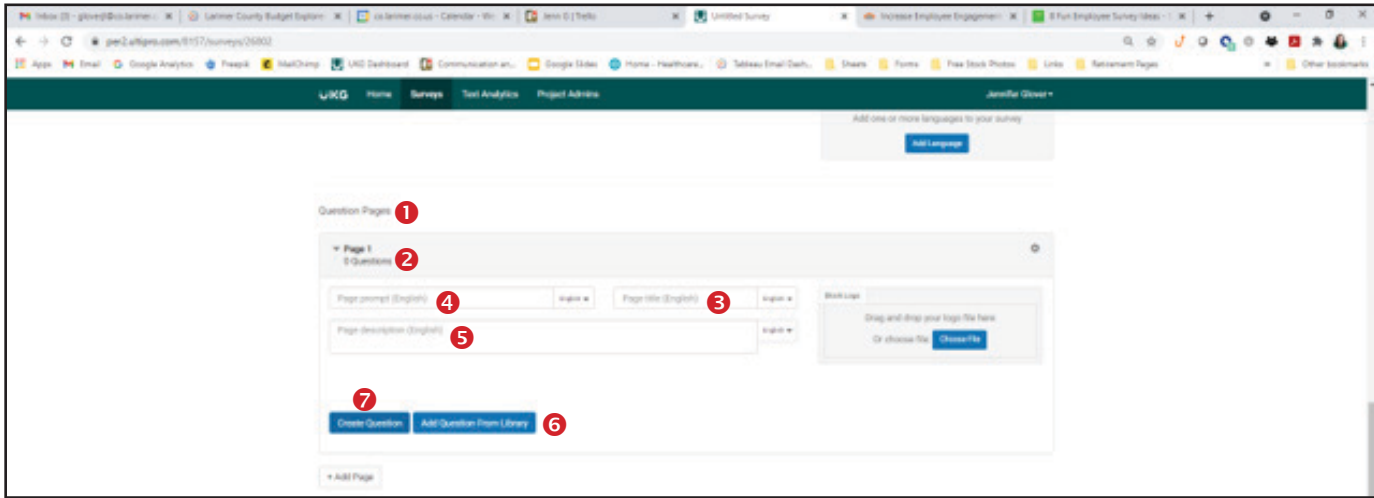
Once you select Create Question, you can choose the Question Type in the first field.

Available Survey Question Types: RATING

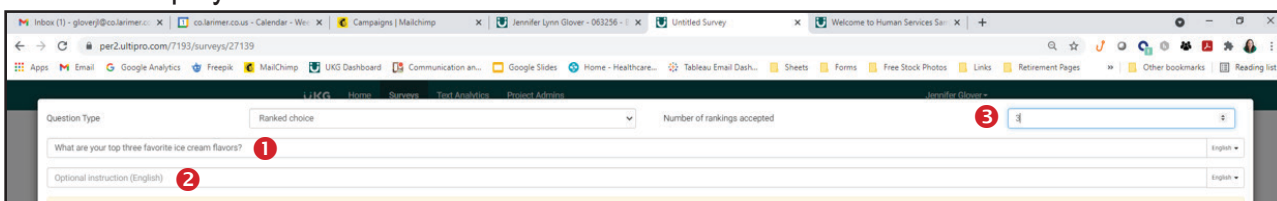The Rating question type allows the user to answer the question using a scale. Enter the question in the Question Prompt❶ field, and include optional instructions❷ if needed. Click on Rating Scale❸ to select the appropriate scale, or create your own❹.
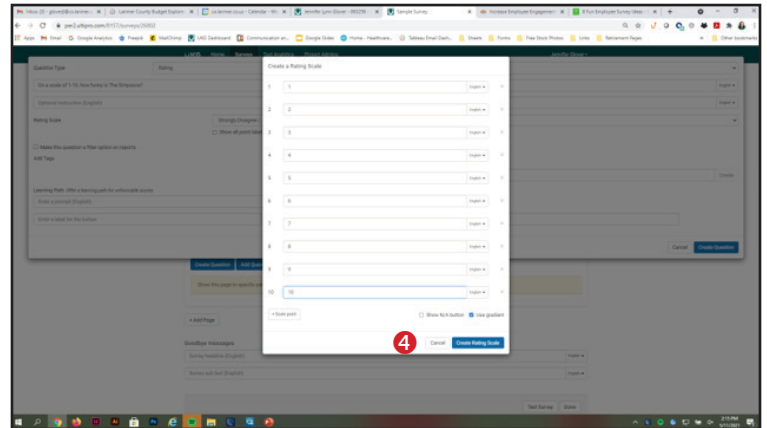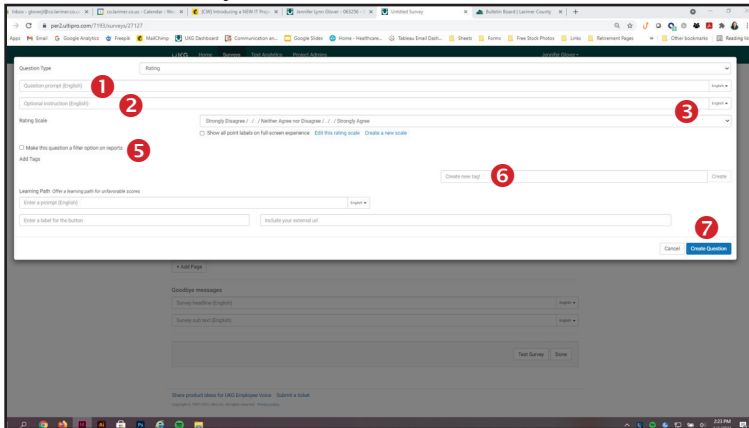

Once you have the appropriate scale chosen or created, make sure the "Make this question a filter option on reports"❺ box is checked. If needed, you can create tags for future filtering and reports in the Create New Tag!❻ field. Click the blue Create Question❼ box to finish adding the question to the survey.

Available Survey Question Types: RANKED CHOICE

The Ranked Choice question type allows the user to rank answers based on the question asked. Enter the question in the Question Prompt❶ field, include optional instructions❷ if needed, and select the number of choices you want the employee to select❸.

Under Rankables❹, enter the possible choice selections❺, and add a tag❻ as needed. Click the blue Create Question button❼ to save and continue.
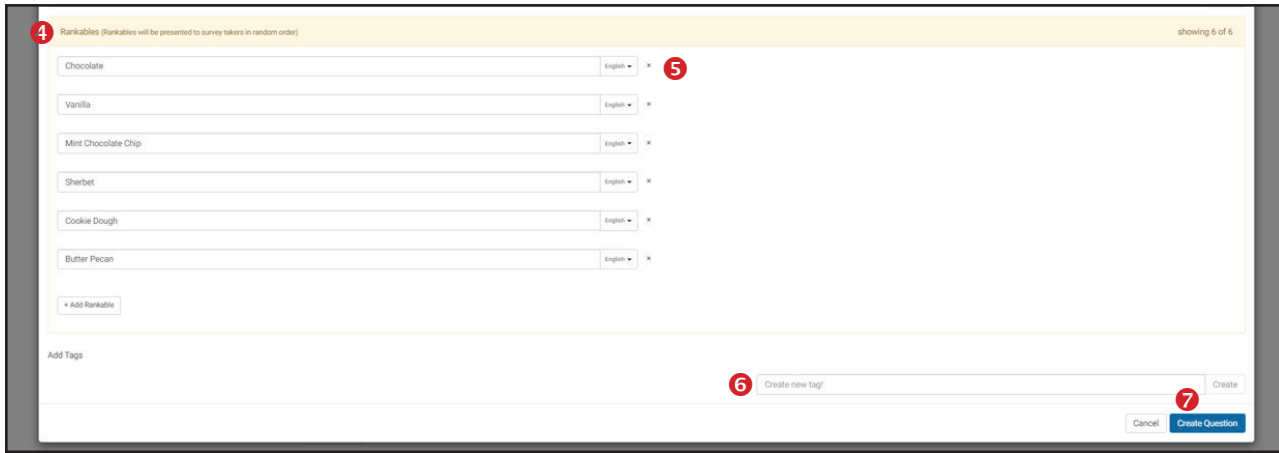
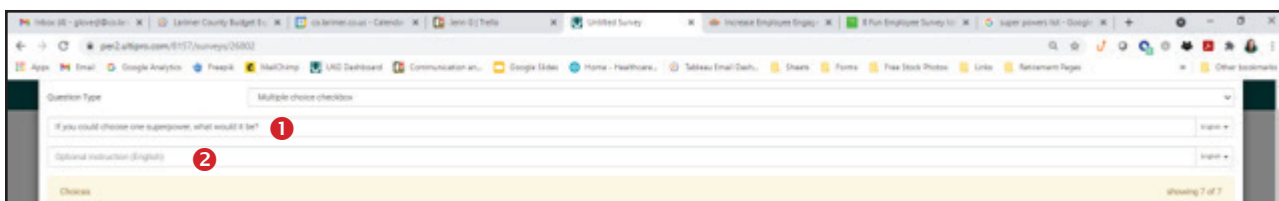## Available Survey Question Types: MULTIPLE CHOICE CHECKBOX

The Multiple Choice checkbox question type allows the user to check the box next to the answer(s) they want. Enter the question in the Question Prompt❶ field, and include optional instructions❷.
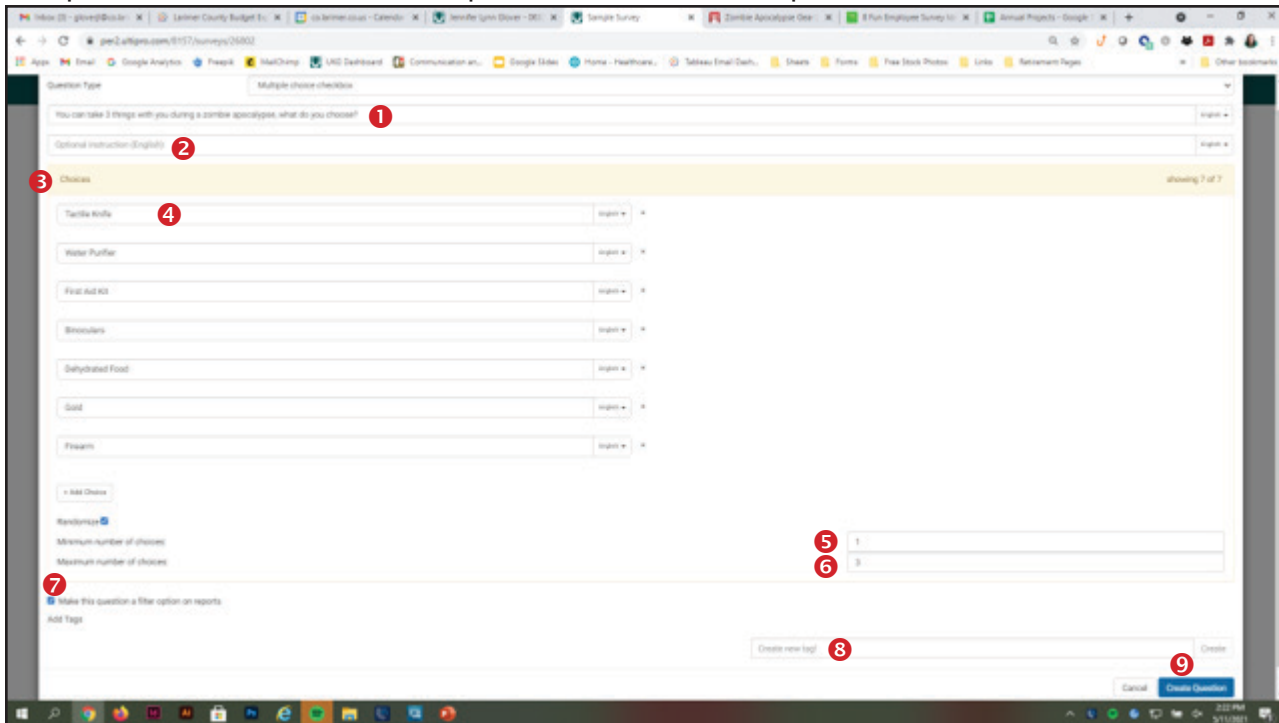

In the Choices❸ section, added one choice❹ per field. Once all the choices have been added, select the appropriate number of Minimum❺ and Maximum❻ number of choices. Make sure the "Make this question a filter option on report" box❼ is checked, add a tag❽ if needed, then select the blue Create Question button❾.

Available Survey Question Types: MULTIPLE CHOICE DROPDOWN

The Multiple Choice Dropdown question type allows the user to choose the answer that best fits their response. based on the question asked. Enter the question in the Question Prompt❶ field, and include optional instructions❷ if needed.

Under Choices❸, select the "Make this question a filter option on reports" box❹, add a tag❺ if needed, and click the blue Create Question button❻ to save and continue.
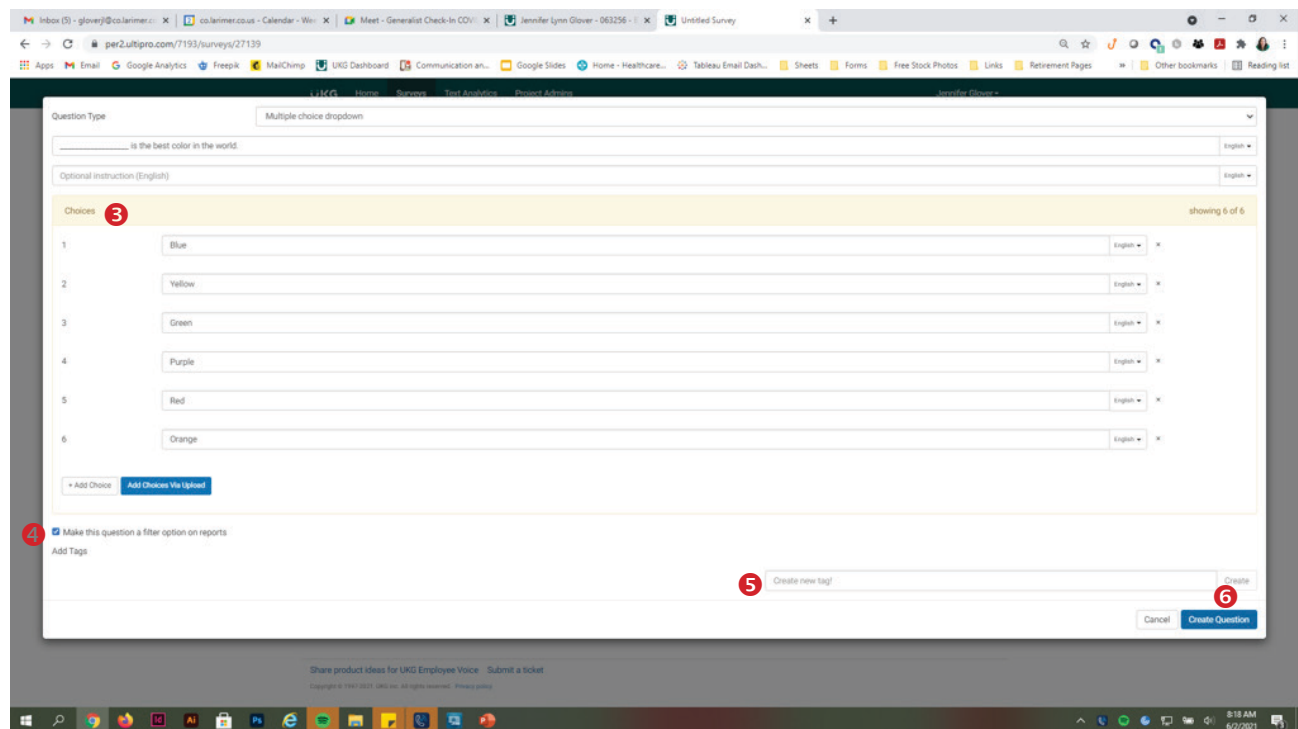
Available Survey Question Types: OPEN ENDED

The Open Ended question type allows the user to write a text response, and will be used in the artificial intelligence analysis. Enter the question in the Question Prompt❶ field, and include optional instructions❷. Select the type of text phrasing❸ you're looking from the analysis: Neutral, Positive, or Negative, and add a tag❹ as needed. Click the blue Create Question button❺ to save and continue.
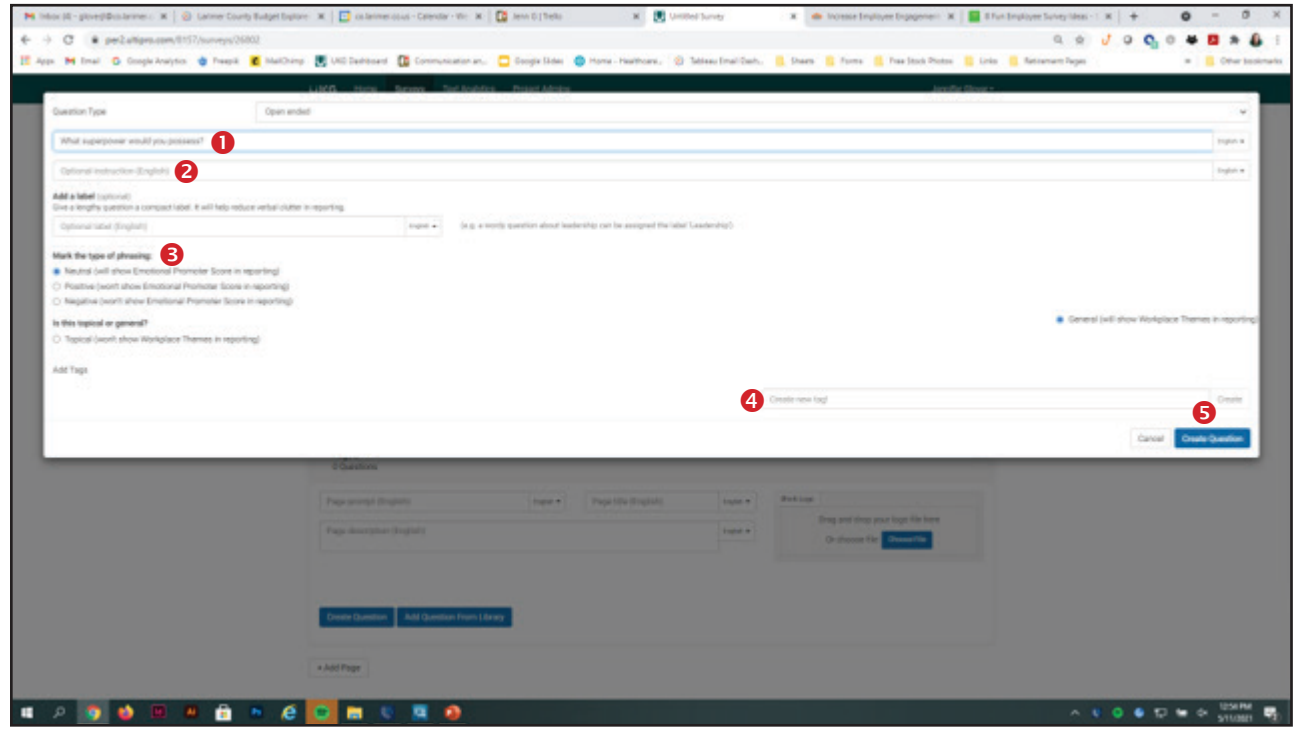

CREATING A BRANCH QUESTION

You can create branch questions in Employee Voice. Based on the answer in a previous question, responders will be directed to a new question. Here's a couple of things to keep in mind:

- A branch question should **always** be the last question on a page; this ensures that the responder will be

taken directly to the branch question. Otherwise the responder will have to answer the rest of the questions on the page before being taken to the branch question oftentimes causing confusion about what question the branch question is referring to.

- Branch questions will always be created on a NEW page.
- For whatever reason, when a branch question is created and the logic is applied, Employee Voice will change the order of the page numbers. This is where Page Titles can come in handy for the survey creator.

Create a new page for the branch question and add the question on the new page. To add the logic, go back to the question that will branch and click the green "Branch to other pages from this question" box.
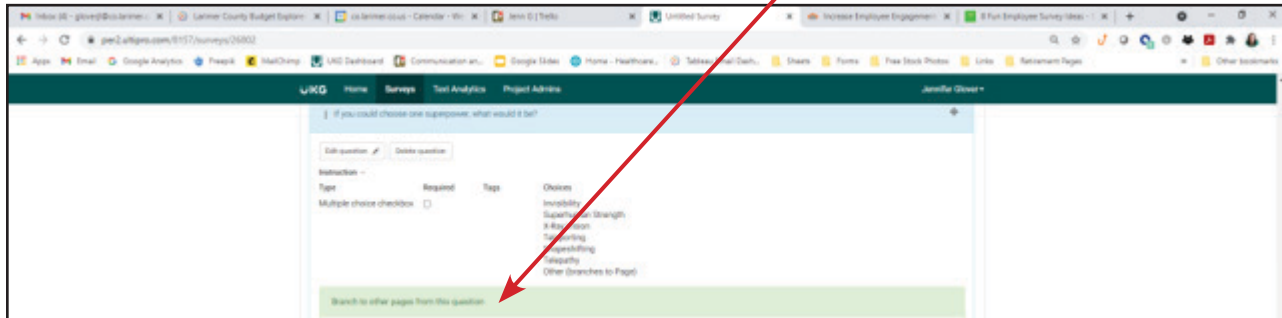

A drop-down box❶ will open and this is where you'll apply the branch logic. Select the answer❷ that will branch to the new page, then from the Page field❸, select the correct page with the branch question. (This is where the page reordering will happen.)
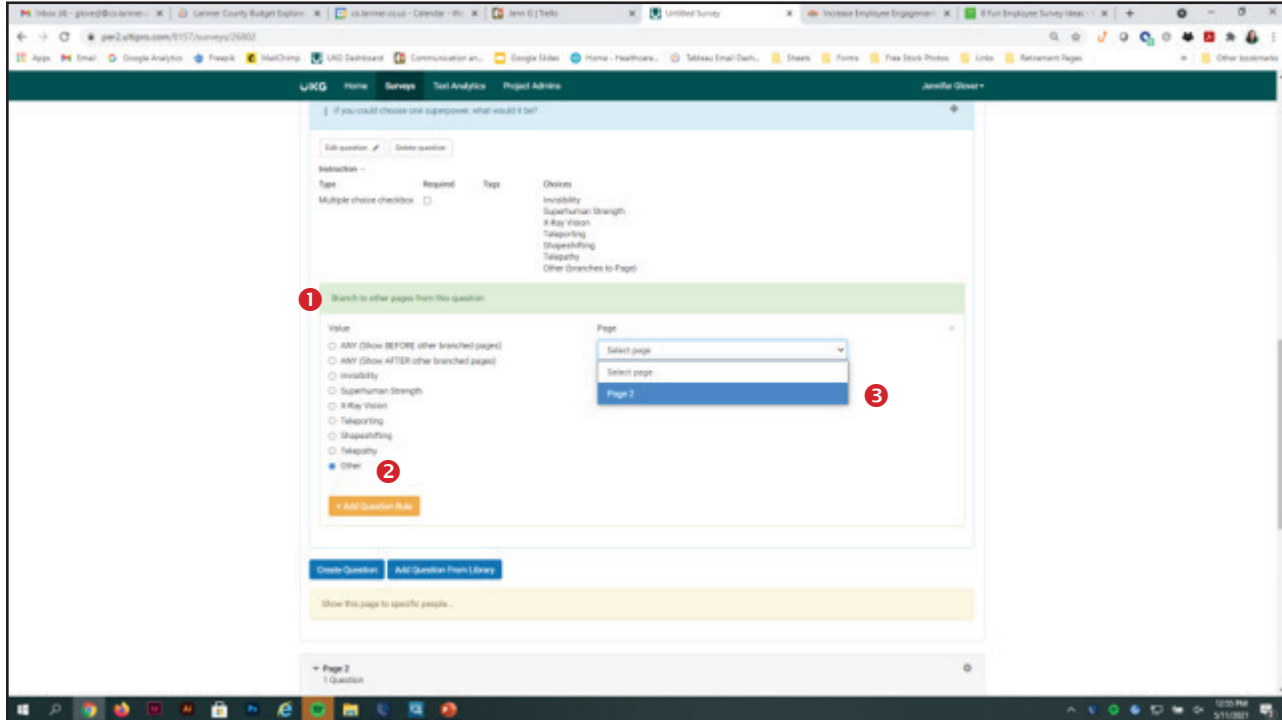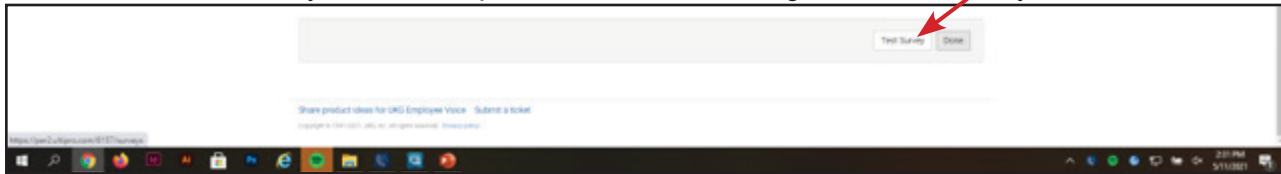

ADDING GOODBYE MESSAGE

In the Survey Headline❶, you can add a header for the your goodbye message and in the Survey Subtext field❷, you can add more text or additional instructions. Click the Done button and you're ready to test.
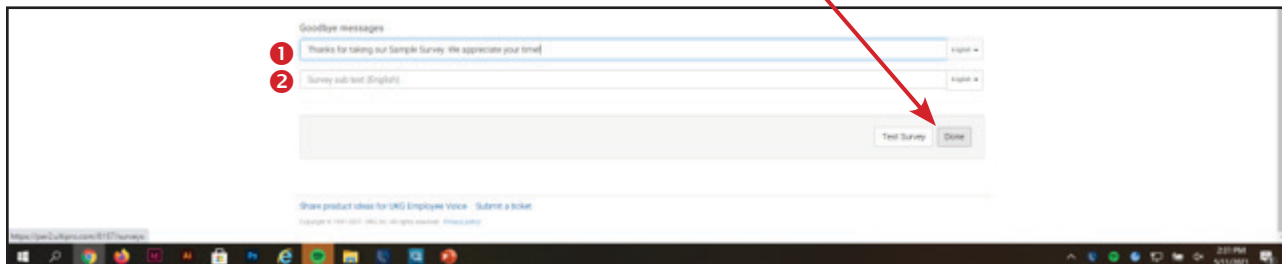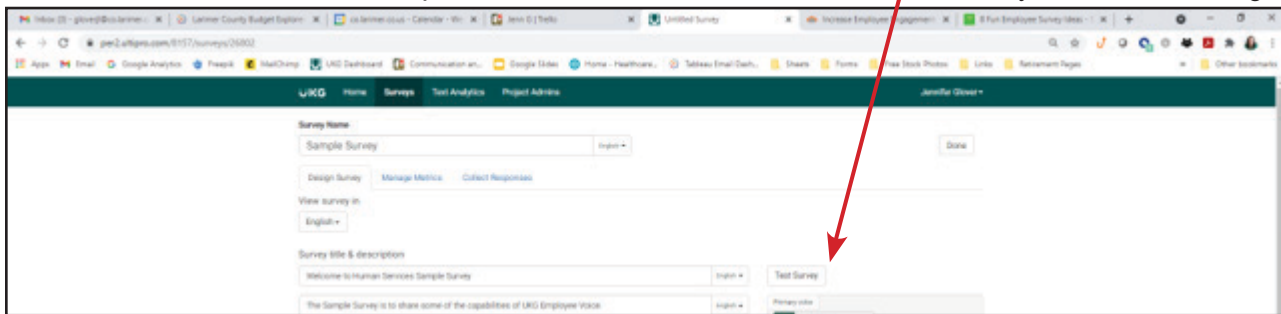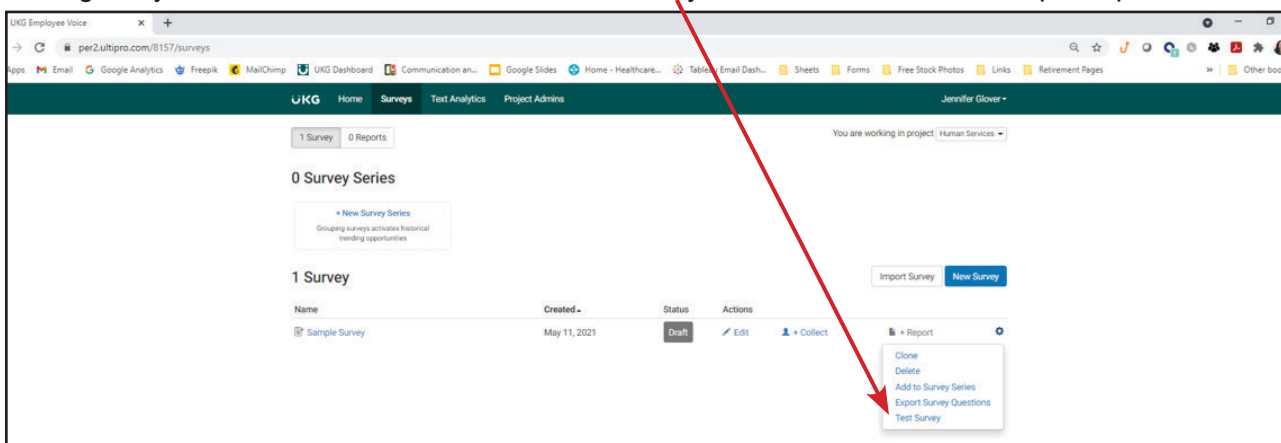
TESTING THE SURVEY

You can test the survey from three places. One is selecting the "Test Survey" button to the left of the Done button.

The second is located at the top of the screen, and click on the "Test Survey" button to the right of the survey title.

The third option is from the main dashboard screen. To the right of the survey is a gear icon that has the survey settings. If you click on that icon, select Test Survey and a new window will open up with the test survey.

A couple of things to note about testing surveys.
- You can share the test link with anyone. They do not need to be logged in to access the test link, nor do they need access to Employee Voice.
- Responses are not recorded during the test survey, and can be filled out multiple times.

Now that you've created your survey and tested it, the survey is ready to go live. See our "Collecting Survey Responses" Guide for further instructions.