Engagement FAQs

Here are answers to some of the most common questions about launching Engagement and Pulse surveys in Lattice.

⚡ Launching an Engagement Survey

Why should I run an engagement survey?

— *Employee engagement surveys are one of management's best chances to make a positive change in their workplace, empower employees, and help kick off positive changes that will improve retention, employee satisfaction, and day-to-day morale.*

How often should I run a company-wide engagement survey?

— *It depends on your organization, but we commonly see companies run company-wide engagement surveys bi-annually or annually.*

How long should I leave my survey open?

— *We recommend two weeks. This will give employees enough time to thoughtfully respond, but will not be a huge bottleneck to the survey process. During the survey, you can send reminders to your employees to complete the survey.*

Why are Engagement survey questions optional?

— *Optionality promotes more honest answers and accurate data. When individuals are forced to weigh in on questions that they don't feel strongly about, or lack context to answer, it can introduce poor quality responses to your survey and lead to results that aren't actually representative of the state of your business.*

⚡ Launching a Pulse Survey

What is the difference between Pulse and Engagement Surveys?

— *Engagement surveys are traditionally performed annually, bi-annually, or quarterly and contain data that lacks a temporal dimension. Engagement surveys are a tool to measure how your whole (or a large portion of your) workforce is feeling at a specific point in time.*

— *On the other hand, Pulse is designed to capture employee engagement and trends in Engagement on a much shorter cadence. Similarly to how continuous feedback fills in*

the space between performance reviews, Pulse fills in the space between long-form engagement surveys.

How often can I send out a pulse Survey?

— *Pulse Surveys can be sent out on a weekly, bi-weekly, or on a monthly cadence.*

How do questions cycle through Pulse?

— *Each employee sees every question at least once before they receive the same question again. Let's say you have a weekly cadence set with a 60 question survey and a 5 question limit. An employee would receive 5 random questions per week for 12 weeks, i.e. until they have seen each question once. Then it would cycle through the questions again.*

When is my Team receiving a Pulse?

— *When a Pulse is first launched, all members will receive the same set of questions at different times. Our algorithm looks at time zone (among other factors) and will Pulse members at random to remove biases.*

⚡ Managing Responses and Participation

Who can view Survey responses?

— *Survey responses will be anonymous on an individual level. With that being said, survey admins will have the ability to filter data and share survey results once responses meet the anonymity threshold.*

Can I add a late participant after I launch an Engagement Survey?

— *Once a Survey is launched, you will not be able to add a late participant. This is done to preserve anonymity in the Survey.*

Can I edit questions in a Pulse Survey once it is live?

— *If you are no longer interested in gathering data on a question, but you still want to have access to the data. By pausing particular questions, you can still view data on questions that are no longer actively being asked in Pulse surveys. If you are no longer interested in gathering or reviewing data on a Pulse question, so can remove that question completely.*

What is the difference between Response Rate and Participation in a Pulse Survey?

— *We calculate Response Rate as the number of responses submitted out of the total number of questions sent out. Participation is calculated by taking the number of people*

who have answered at least one question out of the total number of people who were sent a Pulse survey.

Will an Engagement Survey close on its due date?

— *The end date in an Engagement Survey is the date communicated to participants on when the survey will end. The survey will not automatically be closed on this date, but both admins and survey participants who have not submitted their survey will be sent a reminder two days before this end date. We recommend setting an end date a couple of days before when you actually want the survey to end. You can also come back and change this date after your survey launches.*

Is it possible to give a user admin rights to Engagement only?

— *Yes, employees who are survey admins can configure survey settings and have full access to the anonymized results. You can set admins on a per survey basis. This means that any employee can be an admin of a survey without having administrative access to other parts of Lattice (reviews, private feedback, etc). You can come back to this step even after your survey has launched to add or remove any survey admins.*

⚡ Understanding Response Analytics

How does Lattice calculate the scores in a Survey?

— *Responses of "agree" or "strongly agree" are counted as positive responses. Responses of "disagree" or "strongly disagree" are negative responses, and neutral responses are neutral. The score of a question is the number of responders who gave a positive response out of the number of total respondents for that question.*

Can I change the response scale?

— *At this time, there is no way to change the response scale on a Survey question. This is done so that data and analytics remain consistent for reporting purposes.*

What is the delta score?

— *If you are comparing a survey against itself, the delta score that shown once a filter is applied is the comparison of the scores calculated from the data group that match the filter compared to the all survey responders.*

How do you calculate the score of a given theme?

— *To calculate the score of a theme, we take all of the users that have responded to at least one question associated with the theme. For each user in that group, we take all of*

their responses to the questions associated with the theme and calculate an average score for that user. If the average is 3.5 or greater, then that user is marked as having a positive response to that theme. After doing this for every user in the group, we count the number of users who qualify as having a positive response to that theme, and divide by the total number of users to calculate a score for that theme.

Is it possible to compare my Survey to another?

— *Yes, the Lattice Benchmark will allow you to compare the company average score for a specific question against a representative set of Lattice customer benchmarks. The benchmark will stack your company, giving your organization a ranking where you stand in comparison to other companies.*