

STAFF OPINION SURVEY 2017

Faculty of Laws

RESPONSE RATE:

47%

RESPONSES:

77
of 165



YOUR EMPLOYEE ENGAGEMENT SCORE:



75%

VARIANCE from PREVIOUS SURVEY:

+1

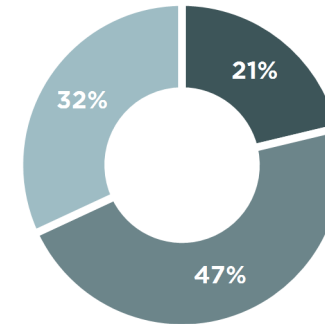
VARIANCE from ORGANISATION OVERALL:

+4

Employee engagement is about more than just satisfaction. It's a mutually beneficial relationship between the employee and organisation. Engagement is a good indicator of how connected they are to the organisation and in helping it to achieve its goals.

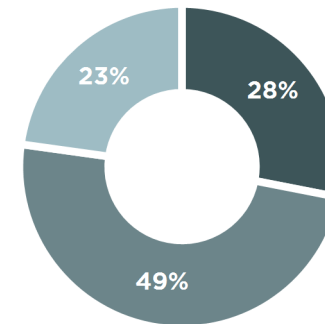
VARIANCE FROM PREVIOUS SURVEY

- 10 questions above
- 22 questions in line
- 15 questions below



VARIANCE FROM ORGANISATION OVERALL

- 16 questions above
- 28 questions in line
- 13 questions below



WHAT NOW?

1. TAKE THE TIME TO EXPLORE

AND UNDERSTAND THE RESULTS IN THIS REPORT.

2. DISCUSS THE RESULTS WITH YOUR TEAM

IDENTIFY THE THINGS TO CELEBRATE (STRENGTHS) OR IMPROVE (ACTION AREAS).

3. DEVELOP A PLAN OF ACTION

SEE THE SUGGESTED TEMPLATE AT THE BACK OF THIS REPORT.



TOP 3 MOST IMPROVED QUESTIONS:

VARIANCE FROM PREVIOUS SURVEY

- Q25.** I am aware of UCL's range of benefits for its staff (eg Pension, childcare vouchers, employee assistance scheme)
- Q32.** I am given realistic deadlines to work to
- Q54.** I believe that UCL gives sufficient priority to research

+12
+12
+12



TOP 3 HIGHEST SCORING QUESTIONS:

% POSITIVE

- Q2.** I understand how my work contributes to the objectives of my department/division
- Q1.** My work gives me a sense of personal accomplishment
- Q3.** I understand how my work contributes to the success of UCL

90%
88%
87%

KEY QUESTIONS TO FOCUS ON



WHAT TO FOCUS ON?

THESE KEY QUESTIONS HAVE BEEN IDENTIFIED AS BEING IMPORTANT TO EMPLOYEES IN YOUR BUSINESS UNIT.

THEY ARE NOT NECESSARILY THE QUESTIONS WITH THE LOWEST SCORES.

SOME WILL BE AREAS TO IMPROVE UPON AND SOME WILL BE AREAS TO MAINTAIN.

DEVELOP ACTIONS AND ACTIVITIES TO IMPROVE UPON THESE, WHERE POSSIBLE, TO DRIVE HIGHER LEVELS OF PERFORMANCE.

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

%
POSITIVE

VARIANCE FROM PREVIOUS SURVEY

VARIANCE FROM ORGANISATION OVERALL

		% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
.1	Q58. I feel that my work/professional goals and objectives are aligned to those of UCL	65%	-6	+3
.2	Q1. My work gives me a sense of personal accomplishment	88%	-4	+5
.3	Q52. I understand the values of UCL	79%	+10	+8
.4	Q28. I am encouraged to show initiative and be proactive at UCL	64%	-4	-3
.5	Q40. I am treated with fairness and respect at UCL	78%	0	+2
.6	Q20. I am optimistic about the future of UCL	65%	+3	+8

EMPLOYEE ENGAGEMENT



HOW ENGAGED IS YOUR TEAM?

THESE RESULTS PROVIDE A MEASURE OF ENGAGEMENT FOR YOUR TEAM.

YOUR ENGAGEMENT SCORE ISN'T JUST ABOUT HOW MUCH PEOPLE LIKE WORKING FOR YOU. IT ALSO MEASURES THE EMOTIONAL CONNECTION AND COMMITMENT COLLEAGUES HAVE TO WORKING FOR THE ORGANISATION.

THERE'S A LOT OF EVIDENCE TO SHOW A STRONG LINK BETWEEN ENGAGED COLLEAGUES AND IMPROVED BUSINESS PERFORMANCE.

	YOUR EMPLOYEE ENGAGEMENT SCORE	75%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
					+1	+4

		30	47	13	8	%	Variance from Previous Survey	Variance from Organisation Overall
SAY	Q60. I would recommend UCL as a good place to work	30	47	13	8	77%	-3	+5 ↑
	Q61. I am proud to work for UCL	41	43	12		84%	+7 ↑	+5 ↑
STAY	Q62. I feel a strong sense of belonging to my department/ division/ research group	35	40	12	9	75%	+1	+5 ↑
	Q63. I feel a strong sense of belonging to UCL	30	35	23	8	65%	-1	+6 ↑
STRIVE	Q64. I suggest ideas to improve our ways of doing things	26	53	16		79%	+9 ↑	+5 ↑
	Q65. Working here makes me want to do the best I can	29	40	21	8	69%	-5 ↓	-2

KEY	↑	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
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HEADLINE SCORES

HIGHEST POSITIVE SCORING QUESTIONS

% POSITIVE

Q2. I understand how my work contributes to the objectives of my department/division



Q1. My work gives me a sense of personal accomplishment



Q3. I understand how my work contributes to the success of UCL



Q61. I am proud to work for UCL



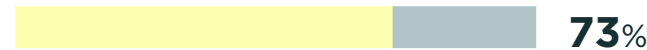
Q33. As long as I get the job done, I have the freedom to work in a way that suits me



HIGHEST NEUTRAL SCORING QUESTIONS

% NEUTRAL

Q15b. My specific needs were met prior to, during and on return from leave



Q56. I believe that UCL gives sufficient priority to Knowledge Exchange and Enterprise



Q59. UCL acts in an environmentally sustainable way



Q22. I feel UCL has provided adequate support to staff in response to Brexit



Q36. UCL does a good job of promoting the importance of health and wellbeing



HIGHEST NEGATIVE SCORING QUESTIONS

% NEGATIVE

Q37. I can meet the requirements of my job without regularly working excessive hours



Q8. I am satisfied with my physical working environment



Q18. I have a clear understanding of the 2034 strategy and its impact on my Department/Division



Q34. I feel the level of stress in my job has a negative impact on my wellbeing



Q57. I believe that UCL gives sufficient priority to Infrastructure and systems (i.e. enabling activity through Estates, ISD, student services, etc.)



FIND YOUR HIGHEST SCORES

THESE QUESTIONS ARE YOUR HIGHEST SCORING.

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT? (STRENGTHS)

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL), THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES. (AREAS OF POTENTIAL)

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT? (AREAS OF CONCERN)

ALL QUESTIONS



EXPLORE THE FULL RESULTS

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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

MY JOB		67%			RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
K	Q1. My work gives me a sense of personal accomplishment	38	51			88%	-4	+5 ↑
	Q2. I understand how my work contributes to the objectives of my department/division	45	44			90%	-2	+3
	Q3. I understand how my work contributes to the success of UCL	38	49	12		87%	-1	+5 ↑
	Q4. The people I work with co-operate to get the work done	32	44	17		77%	-9 ↓	-3
	Q5. There is good co-operation between the teams I work with	29	45	18		74%	-	+3
	Q6. I have the opportunity to contribute my views before changes are made which affect my job	10	36	21	26	47%	-19 ↓	-3
	Q7. Where I work I have the resources and equipment I need to work effectively	8	42	25	19	49%	-1	-7 ↓
	Q8. I am satisfied with my physical working environment	26	21	30	18	31%	-7 ↓	-22 ↓
	Q9. I am satisfied with my job security	23	39	14	12 12	62%	-12 ↓	+4

KEY	K	KEY DRIVER QUESTIONS	↑	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
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ALL QUESTIONS



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- THESE PAGES SHOW THE NON STANDARD QUESTIONS ASKED IN THE SURVEY AND HOW THE PROPORTION OF COLLEAGUES RESPONDED.

- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

HOW YOU ARE MANAGED	RESPONSE SCALE	RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
Q10. Which of the following best describes your line manager/academic leader?		77			
Very Supportive		36	47%	-15 ↓	-5 ↓
Fairly Supportive		28	36%	+16 ↑	+6 ↑
Neither Supportive nor Unsupportive		7	9%	+3	-1
Fairly Unsupportive		3	4%	-2	-1
Very Unsupportive		3	4%	-2	+1

KEY



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ALL QUESTIONS



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IS THERE ROOM FOR IMPROVEMENT?

HOW YOU ARE MANAGED		58%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
T	Q11. Where there is poor performance, I believe it is appropriately dealt with where I work	30	44	14	9		32%	-22 ↓	-6 ↓
	Q13. My last appraisal helped identify opportunities for personal development	14	41	29	12		55%	0	-1
	Q14. I receive constructive feedback on my performance between appraisals	12	37	25	19		49%	+5 ↑	-4
T	Q15. My manager/academic leader demonstrates the necessary management skills to undertake their role effectively	29	40	19	8		69%	-3	+1

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ALL QUESTIONS



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IS THERE ROOM FOR IMPROVEMENT?

HOW YOU ARE MANAGED	RESPONSE SCALE	RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
Q12. I have had an appraisal..		77			
In the last 12 months		52	68%	+4	+2
In the last 24 months		10	13%	-5↓	-1
Longer than 24 months ago		3	4%	0	-1
I have worked at UCL longer than a year but have not had an appraisal		5	6%	-	+1
I started less than 12 months ago		7	9%	-5↓	0

KEY



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ALL QUESTIONS



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IS THERE ROOM FOR IMPROVEMENT?

LEADERSHIP AND CHANGE		45%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
T	Q16. Heads of Department/Division or above are sufficiently visible in UCL	26	31	29	10		57%	-11 ↓	0
T	Q17. Heads of Department/Division or above provide effective leadership	27	35	20	13		61%	-7 ↓	+14 ↑
	Q18. I have a clear understanding of the 2034 strategy and its impact on my Department/Division	16	31	38	9		22%	-6 ↓	-3
	Q19. When changes are made they are usually for the better	25	43	10	17		30%	-	+6 ↑
K	Q20. I am optimistic about the future of UCL	21	44	19	14		65%	+3	+8 ↑
	Q21. I am concerned about the impact Brexit will have on my future employment at UCL	18	19	30	22	10	38%	-	-9 ↓
	Q22. I feel UCL has provided adequate support to staff in response to Brexit	9	34	45			43%	-	+7 ↑

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IS THERE ROOM FOR IMPROVEMENT?

REWARD AND RECOGNITION		51%					RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
	Q23. Considering my duties and responsibilities, I feel my pay is fair	9	39	14	27	10	48%	-10 ↓	+2	
	Q24. I feel my pay is fair in comparison to people working in similar roles in other organisations	9	35	25	26		44%	+6 ↑	+3	
	Q25. I am aware of UCL's range of benefits for its staff (eg Pension, childcare vouchers, employee assistance scheme)	16	47	22	14		62%	+12 ↑	-15 ↓	
T	Q26. I am satisfied with the recognition I receive for doing a good job	13	35	27	14	10	48%	-10 ↓	-3	

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Strongly agree Agree Neither Disagree Strongly disagree



ALL QUESTIONS



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IS THERE ROOM FOR IMPROVEMENT?

CAREER DEVELOPMENT		48%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
T	Q27. There are sufficient opportunities for training and development to improve my skills and grow at UCL	13	44	22	17		57%	+1	-5 ↓
K	Q28. I am encouraged to show initiative and be proactive at UCL	21	43	16	13	8	64%	-4	-3
	Q29. The grading review process at UCL is applied fairly	21	50	21	7		21%	+6 ↑	-1
	Q30. I think 's promotions criteria are clear	29	35	20	10		35%	-17 ↓	-13 ↓
	Q31. I think UCL's promotions process is fair	8	27	37	16	12	35%	-9 ↓	-2

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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

MANAGING YOUR WORKLOAD

42%

RESPONSE SCALE

% POSITIVE

VARIANCE FROM PREVIOUS SURVEY

VARIANCE FROM ORGANISATION OVERALL

T	Q32. I am given realistic deadlines to work to	9	53	21	9	8	62%	+12 ↑	+1
T	Q33. As long as I get the job done, I have the freedom to work in a way that suits me	42	41	8	8		83%	-9 ↓	-2
	Q34. I feel the level of stress in my job has a negative impact on my wellbeing (negatively phrased question)	14	31	23	26		31%	-	+1
T	Q35. I am aware of how to access support from UCL if I experience stress	30	31	27			36%	-2	-12 ↓
	Q36. UCL does a good job of promoting the importance of health and wellbeing	27	45	14			34%	-	-5 ↓
	Q37. I can meet the requirements of my job without regularly working excessive hours	8	26	14	26	26	34%	+8 ↑	-6 ↓
	Q38. I am comfortable talking openly with my manager about my mental wellbeing	22	30	22	18		29%	-	-17 ↓
	Q39. I am provided with workplace adjustments that I need to support my health condition	21	13	17	36		30%	-	+4

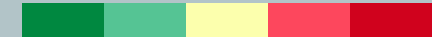
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Strongly agree Agree Neither Disagree Strongly disagree



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IS THERE ROOM FOR IMPROVEMENT?

EQUAL OPPORTUNITIES		77%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
K	Q40. I am treated with fairness and respect at UCL	30	48	10	8	78%	0	+2	
	Q41. I think UCL respects individual differences (e.g. cultures, working styles, backgrounds, ideas)	32	45	16		78%	+2	-2	
	Q42. I would feel able to report bullying and harassment without worrying that it would have a negative impact on me	19	43	18	12	62%	-2	+2	

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IS THERE ROOM FOR IMPROVEMENT?

EQUAL OPPORTUNITIES	RESPONSE SCALE	RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
Q43. I have been subject to behaviour that I consider to be bullying/harassment in the last two years at UCL		77			
Yes		10	13%	+1	-3
No		67	87%	-1	+3
Q44. I have witnessed behaviour towards others that I consider to be bullying/harassment in the last two years at UCL		77			
Yes		15	19%	-1	-6
No		62	81%	+1	+6

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EQUAL OPPORTUNITIES	RESPONSE SCALE	RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
Q45. I believe this is due to:		24			
Age		0	0%	-	-8 ↓
Caring responsibilities		0	0%	-	-4
Disability		1	4%	-	+2
Race		0	0%	-	-7 ↓
Religion/beliefs		0	0%	-	-2
Sex or gender identity		1	4%	-16 ↓	-9 ↓
Trade union membership		0	0%	-	-2
Working pattern		5	21%	-	+11 ↑
Personality differences not related to the above		13	54%	-16 ↓	+22 ↑
Other		4	17%	-33 ↓	-1

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EQUAL OPPORTUNITIES	RESPONSE SCALE	RESPONSE COUNT	%	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
Q47. Did you report this bullying/harassment?		20			
Yes		6	30%	+10	+1
No		14	70%	-10	-1
Q48. Why was this?		29			
Concerns about confidentiality		5	17%	-	+1
Concerns about being labelled a troublemaker		6	21%	+8	+4
Fear of repercussions on career		7	24%	-26	+6
Nothing would happen		6	21%	-4	-2
Resolved the situation informally		0	0%	-	-7
Time required to report		0	0%	-	-2
Unaware of procedures		2	7%	-	+1
Other		3	10%	-2	-2

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IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION		57%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
T	Q49. Reasons behind change are clearly communicated to staff	42	30	16	13	42%	-6 ↓	+10 ↑	
	Q50. I would be comfortable to speak up and question the way things are done at UCL	52	21	17	8	55%	0	+6 ↑	
T	Q51. Relations between professional services and academic/research staff are generally good	18	57	10	10	75%	-1	+21 ↑	

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IS THERE ROOM FOR IMPROVEMENT?

VISION AND VALUES		58%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
K	Q52. I understand the values of UCL	19	60	14	7		79%	+10 ↑	+8 ↑
	Q53. I am clear about the goals and objectives for my department/division	10	61	25	4		71%	+3	+4
	Q54. I believe that UCL gives sufficient priority to research	19	55	13	9		74%	+12 ↑	+4
	Q55. I believe that UCL gives sufficient priority to teaching	9	53	17	14		62%	+3	+8 ↑
	Q56. I believe that UCL gives sufficient priority to Knowledge Exchange and Enterprise	43	49				44%	+4	+4
	Q57. I believe that UCL gives sufficient priority to Infrastructure and systems (i.e. enabling activity through Estates, ISD, student services, etc.)	19	35	27	14		23%	-9 ↓	-5 ↓
K	Q58. I feel that my work/professional goals and objectives are aligned to those of UCL	14	51	25	9		65%	-6 ↓	+3
	Q59. UCL acts in an environmentally sustainable way	39	47	9			44%	+8 ↑	+2

KEY	K	KEY DRIVER QUESTIONS	↑	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
	T	TEXT CHANGE SINCE PREVIOUS SURVEY	↓	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR					

ALL QUESTIONS



EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

OVERALL PERCEPTIONS		75%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
	Q60. I would recommend UCL as a good place to work	30	47	13	8		77%	-3	+5 ↑
	Q61. I am proud to work for UCL	41	43	12			84%	+7 ↑	+5 ↑
T	Q62. I feel a strong sense of belonging to my department/ division/ research group	35	40	12	9		75%	+1	+5 ↑
	Q63. I feel a strong sense of belonging to UCL	30	35	23	8		65%	-1	+6 ↑
	Q64. I suggest ideas to improve our ways of doing things	26	53	16			79%	+9 ↑	+5 ↑
	Q65. Working here makes me want to do the best I can	29	40	21	8		69%	-5 ↓	-2
NEXT STEPS		38%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
T	Q66. I believe that action will be taken on this survey	8	30	40	13	9	38%	-1	-5 ↓

KEY	K KEY DRIVER QUESTIONS	↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
	T TEXT CHANGE SINCE PREVIOUS SURVEY	↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR					

ALL QUESTIONS



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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

OTHER	45%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM PREVIOUS SURVEY	VARIANCE FROM ORGANISATION OVERALL
Q14c. My specific needs are met by UCL (for example an ability to work flexibly) so I can balance my external responsibilities and still fully engage with all aspects of working life at the University			81%	-	+3
Q15b. My specific needs were met prior to, during and on return from leave			23%	-	-12

KEY	K KEY DRIVER QUESTIONS	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
	T TEXT CHANGE SINCE PREVIOUS SURVEY	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR					