



# Survey Confidentiality

## Frequently Asked Questions

### **At Energage, we are committed to maintaining your confidentiality.**

Without confidentiality, this sort of survey will not provide the candid responses that make it valuable. Protecting the confidentiality of responders is one of the reasons companies hire a third-party provider to administer their employee surveys.

### **If the survey is confidential, why do I need a survey code?**

The survey code is only used for two purposes. First, it is used to prevent survey takers from filling out the survey more than once. Second, it is used to allow us to send reminder emails to people who have not taken the survey.

Energage will never release results that include the survey code or your email address.

### **How are the results presented?**

The survey is made up of three types of questions:

1. Demographic questions (department, years of service, etc.)
2. Multiple-choice agree/disagree questions scored from zero to six
3. Open-ended comment questions

The answers to the multiple-choice agree/disagree questions are presented in an averaged aggregate format by demographic. We never release results for demographics that have fewer than five people who completed the survey. For example, if nine people in the Sales department are sent emails, and five fill out the survey, we would present a result like, "The Sales department's average score for question #3 was 4.5". If four or fewer in the Sales department respond, we would present the result, "Insufficient responses for Sales department."

The comments you submit are presented to your employer as is, so be careful not to include information that would reveal your identity. For example, providing the comment "My name is Joe, and I really hate my boss," is a bad idea. Energage will attempt to manually delete comments of that nature, but we cannot guarantee we will find them all.

As a final note on comments, be aware that even if you do type identifying information in a comment, no one outside of Energage will be able to track that text back to your answers to any of the other questions.

### **What if I'm still uncomfortable with the questions in the survey?**

All of the questions are optional, so if there is any question that you are uncomfortable responding to, you can always leave it blank. We hope you choose to complete the survey, but whether or not you completed the survey also remains confidential. We will not report to your employer the email addresses of people who did – or did not – respond.