Sharing the Results

What questions do individual teams or departments own?

To expedite the sharing of results, it is recommended that the owner(s) of a given question be identified as part of the process of designing the questions.

Who should have access to the results—and when?

It's important to take into account the needs of the owners of questions when sharing results to various constituencies. This includes the timing of releases and level of detail provided. At MIT, once the survey team has completed the report, it is made immediately available to the VP. Following that, department, team leaders are provided bundled reports for their specific areas, which they are encouraged to share with their staff. Unlike the larger general report, which contains selected representative written comments from the text questions in the survey, the reports made available to team leaders contain the full text of any written comments. Approximately one week after the team leaders receive their reports the general report is posted on the Web and all IS&T staff are notified of its availability. While anyone can access the report, the URL isn't advertised to the community until some time later, usually through a follow-up thank you letter to respondents that includes improvement efforts prompted by the survey.

Is it appropriate to provide assistance to departments or team leaders for interpreting the results? If so, who should assume that role?

Survey team members can assist team leaders in a couple of ways: They can help sift through some of the statistical or methodological questions that may arise, and they also help with framing possible improvement goals suggested by the results.