

2024 PULSE SURVEY FAQs

What is a Pulse Survey, and why are we doing one?

A pulse survey is a brief and focused survey designed to gather quick feedback on specific topics.

Communication was the main area to improve in the 2023 Engagement Survey. The feedback indicated that a CEB-wide communication focus (as below) would benefit the whole organisation, boosting engagement and culture.

A summary of the feedback related to communication includes:

- Having 'crucial' conversations (including the giving of and listening to feedback provided).
- The flow and connection of information (vertically and horizontally).
- The spirit of communication, including partnering and presumption of good intent.

You can read further details about the feedback on communication [here](#).

The pulse survey provides another opportunity to ensure we are on track and progressing with actions from the 2023 Engagement Survey and to provide feedback.

How long will the pulse survey take to complete?

The Pulse survey should only take around 5 minutes to complete. When answering the questions please make sure you answer based on your own experience.

Will the pulse survey questions be compared to questions in the engagement survey questions?

Yes, all questions will be able to be compared to questions and themes asked in the 2023 Engagement Survey to better understand any shift since the last survey.

Can I participate in the pulse survey if I am new to the organisation since the 2023 Engagement Survey?

Yes! Even if you did not participate in the 2023 Engagement Survey, we still want your feedback.

Some of the documents below may also be useful in understanding the organisational actions and the communications shared with teams across 2023 as an outcome of the Engagement Survey feedback.

[April 2023](#) – copy of slides from the April all-staff meeting

[July 2023](#) – copy of slides shared during July all-staff meeting

[October 2023](#) – newsletter update

If you have questions or are still unclear on the feedback from the 2023 survey, please speak to your team leader and ask to see the team's results.

How will I receive a copy of the survey to respond to?

A link to the pulse survey will be emailed; the email will include a link to access in your Culture Amp account and take you to the survey.

You can also access the pulse survey via the Culture Amp home screen under 'Tasks'.

How do I log into my Culture Amp account?

1. Click on www.cultureamp.com
2. Click on 'sign-in' on the top right-hand side of page.

3. Enter your details and click 'sign in'.

Forgotten your password?

1. Click on 'can't sign in' (under the blue sign-in button).
2. Enter your work email address and click 'send recovery email'.
3. You will receive an email from ajones@ceob.edu.au via Culture Amp that will provide you with prompts to set a password.

Who can answer questions about completing the Pulse Survey?

If you have any questions about the Pulse Survey, please contact [Fiona Murphy](#).

When will the results of the Pulse Survey be shared?

You can expect the results to be shared from July. They will be shared across CEB via comms from People and Development and also discussed within your team.