



## CollaboRATE 2017-2018 – Frequently Asked Questions

### What is CollaboRATE?

- CollaboRATE is Denver Public Schools' annual all-employee survey, designed to provide leaders, teams and DPS as a whole with feedback to help us grow and improve.
- The survey window is open from Jan. 3–Jan. 12.

### Why should I participate?

- This is your opportunity to share your voice – to let us know what's working and how we can continue to improve. CollaboRATE is one of the most important tools that you can use to help shape the future of your team and DPS. The feedback you provide is important to helping individual school and department leaders grow and develop. It also helps improve the culture in our schools and DPS as a whole. In the past, CollaboRATE results have led to changes and improvements across DPS, including our Recognition Programs, Personal Success Factors program, increased equity in our compensation system, improved team performance, as well as defined visions of a DPS graduate and a DPS classroom.

### How do I take the survey?

- On Jan. 3, you will receive an email from K12 Insight with three links.
  - **CollaboRATE survey link:** This link allows you to take the entire CollaboRATE survey and provide feedback to direct/indirect leaders all in one sitting.
  - **Direct supervisor feedback link:** This link is to be used if you submit your engagement survey portion but need to revisit the survey to complete your direct supervisor feedback survey.
  - **Other leader feedback link:** This link is to be used if you have submitted feedback to your direct supervisor but need to revisit the survey to complete feedback for additional leaders.
- We had a variety of login issues last year. To simplify this process, the platform now allows you to use your DPS username and password to log in. Your sign-on is not connected with the data you provide in the survey.
- Once you begin, the survey will take around 15 to 30 minutes to complete.
- You will continue to receive reminder emails from K12 Insight until you have completed the CollaboRATE engagement and leader feedback surveys.
- **NEW THIS YEAR:** You can now take the survey on your mobile phone! Simply access the K12 Insight email from your phone and click on the link to begin.

### Can I forward the survey? What if someone didn't receive it?

- **Please do not forward the survey, as each email contains a unique link for each employee.**
- If you or someone you know did not receive the K12 email with the unique survey link:
  - Search your inbox and deleted items for "K12 Insight"
  - Wait until the next morning. You will receive an email from K12 Insight every morning at 6 a.m. from Jan. 3 to Jan. 12 until you complete the survey.
  - Reach out to your HR partner



## Are my answers confidential?

- Yes. This is a confidential survey. CollaboRATE is administered by an outside firm, K12 Insight on the Qualtrics Platform. Your responses are strictly confidential and no one in the district will know if you participate or be able to connect you to your answers.
- K12 Insight reports do not tie participants to their responses. Rather, the final reports will only include aggregated results and open-ended responses. Reports may also indicate how the entire population responded, how specific schools responded, or what percentage of staff members participated.

## What (and who) am I able to provide feedback for?

- Every employee will be asked to provide feedback on how DPS and their school/department is doing as a whole.
  - School-based team members will be asked to answer a number of questions about their specific schools. For these questions, please provide feedback on your entire school team.
  - Central school-support team members will be asked to answer a number of questions about “MY DEPARTMENT.” Each leader will inform their teams on how to interpret “MY DEPARTMENT” for the purpose of the survey.
- Additionally, you will have the opportunity to share feedback on direct and indirect supervisors in your school or department. For example, a teacher will provide feedback for his or her principal (direct supervisor) and then be able to give feedback to assistant principals, deans, and, if applicable, Senior/Team Leads. Central school-support team members will provide feedback to their direct supervisor and then can give feedback on other supervisors they have worked closely with in the past 12 months.
  - To provide feedback for additional leaders, follow the prompts in the survey and use the search bar to find and select the supervisor/leader you would like to give feedback to.
  - If your direct supervisor is currently vacant, you will automatically be directed to the search bar where you can find and select additional supervisors to give feedback to.

## What if I can't find a leader in the search bar to give feedback?

- Please make sure you are searching for the leader by using his or her full name as it appears in the DPS system. Once you find the individual in the search box, check the title next to their name to make sure you are selecting the correct individual.

## How will my answers be shared?

- All information you provide is confidential – supervisors will not receive individual employee responses. Only supervisors with five or more responses will receive a report that groups all employee feedback into an aggregate format.

## Will the survey be available in Spanish?

- Yes. All employees will be given the choice to take the survey in either English or Spanish. To access the Spanish version, click on the survey link in your email. Once the screen opens, use the dropdown menu in the upper-right to change the survey to Spanish.

## Can I take the survey at home?



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- Yes. You can take the survey wherever you have access to your DPS email and the Internet.

**I didn't receive the survey. Why not?**

- There are a few reasons why you may not be eligible to take the survey this year. If you started with DPS after Nov 1, 2017, you will not receive a survey this year. Additionally, if you are not regularly working with DPS, or performing in a less-than-regular capacity, you will not receive CollaboRATE. If you feel you do not fall in one of these categories, please contact your team's HR partner.

**When will the results be available?**

- The results will be available to your leader on Jan. 29. He or she will share the results during the month of February or March.

**Who can I contact with questions?**

- **Confidentiality questions:** [westregion@k12insight.com](mailto:westregion@k12insight.com)
- **Technical support:** Call DoTS hotline at 720-423-3888 or email [dots\\_hotline@dpsk12.org](mailto:dots_hotline@dpsk12.org)
- **Survey assistance:** Contact your HR partner