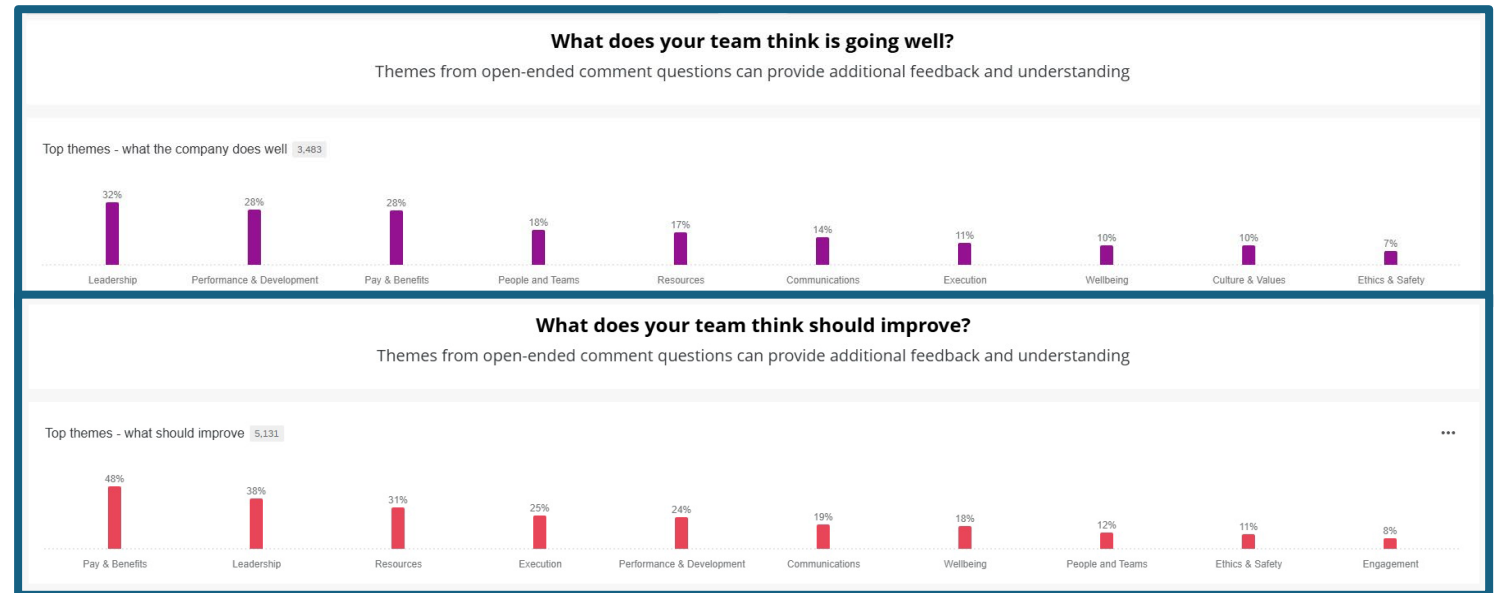# Comments Page: Comment Themes

The **Comments** page shows the percent of write-in comments that referenced a topic.

- Open the **Page Navigation** drop-down menu in the upper-left of the dashboard and select the **Comments** page.

- It shows topics mentioned for the two survey write-in questions, "What is the organization doing well?" and "What should this organization improve?"

- Like with all the pages, you can apply filters to see how sub-groups responded.

- See the Filters QRC for details on applying filters.

What does your team think is going well?
Themes from open-ended comment questions can provide additional feedback and understanding

Top themes - what the company does well   3,483

Leadership	Performance & Development	Pay & Benefits	People and Teams	Resources	Communications	Execution	Wellbeing	Culture & Values	Ethics & Safety
32%	28%	28%	18%	17%	14%	11%	10%	10%	7%

What does your team think should improve?
Themes from open-ended comment questions can provide additional feedback and understanding

Top themes - what should improve   5,131

Pay & Benefits	Leadership	Resources	Execution	Performance & Development	Communications	Wellbeing	People and Teams	Ethics & Safety	Engagement
48%	38%	31%	25%	24%	19%	18%	12%	11%	8%

Analytics Page: Analyze Question Scores by Category

- Open the **Page Navigation** drop-down menu in the upper-left of the dashboard and select the **Analytics page**.

- The Analytics page displays the survey results for each individual question.

- Questions are categorized by the employee experience that they're most closely tied to – like Performance & Accountability, Growth & Development, and Trust in Leadership. This makes it easier to spot trends. KPI categories include the KPI questions.

- Click the carat next to the category name to collapse the category, or click **Collapse all** to only see the categories and not the questions. Click again to expand the categories and see the questions.

- For each category and question, you can see what percentage of your team responded favorably (agree, strongly agree), neutrally, or unfavorably (disagree, strongly disagree).

- You can also compare your team to the organization benchmark and to external industry benchmarks for healthcare and non-profit/education.

- An **Improve** button appears next to KPI drivers and our custom categories, **Wellbeing Extended** and **Belonging Extended**. Click the **Improve** button to create an action plan for that item. See the Developing an Action Plan QRC for more on developing an action plan.

- Like with all the pages, you can apply filters to see how sub-groups responded.
  - See the **Filters QRC** for details on applying filters.

Benchmark data

Discuss then develop an action for your plan

Want to dive in further?

Here's your opportunity to see how your scores compare to your organization and industry benchmarks. Use filters to explore scores for subgroups in your area.

Favorable = Strongly Agree or Agree | **Neutral** = Neither agree nor disagree | **Unfavorable** = Disagree or Strongly Disagree

Questions grouped by category.

Collapse all

Name	Responses	Distribution			Organization Overall Benchmark	Healthcare Benchmark	Non-Profits/Education Benchmark	Action Planning
expectations?								
▾ Intent to Stay		74%	18%	8%	74%	70%	65%	
I intend to keep working at this organization for...	14533	74%	18%	8%	74%	70%	65%	
▾ Belonging		67%	22%	12%	65%	75%	71%	Improve
At this organization, everyone has the opportunity to succeed to their full potential, no matter who they are	14608	61%	23%	16%	59%	74%	67%	

Employee Experience Survey

Heatmap Page: Use Heatmap for Deeper Analysis

The **Heatmap** makes it easy to better understand your results by visualizing how responses differed across different employee groups

1. Open the **Page Navigation** drop-down menu in the upper-left of the dashboard and select the **Heatmap** page.

2. Like on the Analytics page, questions are categorized by the employee experience that they're most closely tied to.

3. Click the carat **(>)** next to a category to expand/collapse the category.

4. Select an employee segment using the **Breakout** drop-down menu. The Heatmap will automatically update to show the responses by the selected breakout segments.

   1. The dashboard filters are also still available in addition to the breakout menu options.

   2. Like with all results, there is a minimum of five respondents needed to view results to ensure confidentiality.

5. The sub-groups' scores are compared to the organization benchmark.

6. **Blue** indicates **higher** than benchmark; **red** indicates **lowe**r than benchmark, **white** indicates the score **matches** the benchmark.

7. The farther from the benchmark, the darker the shade of color.

Comparison: Organization Overa... Breakout: Tenure Ranges

Expand all

	Organization Overall	<1 year	1-2 years	10-15 years	16-20 years	21-30 years	3-5 years	31-40 years	41-50 years	51+ years	6-9 years
Response Counts	18743	3024	1529	2016	1005	1234	3306	440	103	7	2482
Engagement	74%	79%	76%	74%	75%	80%	73%	80%	83%	100%	72%
I would recommend this organization to people I know as a great place to work	79%	85%	81%	80%	78%	83%	79%	83%	86%	100%	77%
My work gives me a feeling of personal accomplishment	81%	83%	81%	81%	83%	87%	79%	89%	91%	100%	78%
This organization motivates me to contribute more than is normally required to complete my work	54%	62%	58%	52%	52%	60%	53%	58%	64%	100%	50%
I feel a sense of purpose from my work	83%	86%	84%	85%	85%	90%	82%	89%	93%	100%	82%
Experience vs Expectations	33%	42%	36%	29%	31%	34%	33%	42%	46%	57%	29%
Intent to Stay	74%	71%	69%	82%	80%	82%	71%	65%	42%	71%	76%