**Good Job Score**

# Good Job Score (GJS) Administration Guide

## Overview [1]

This document was created to provide some best practices and to answer frequently asked questions regarding how to administer the Good Job Score Assessment Tool questions at your company for use in calculating your Good Job Score. This Guide is a living document that will improve and evolve with user feedback over time. If you have suggestions or additional questions, please share them with operations@fowpartners.com.

## How do I deploy the GJS survey items that make up the assessment tool?

You will need to administer the survey at your company using a survey platform of your choice. You can find additional guidance on survey deployment and best practices on their web sites. However, it is important that the platform allows for the exportation of raw survey data to be used for scoring. We have provided you with a machine readable .csv of the 12 questions for use with your selected survey platform (see Step 2. on the GJS tool page). Happy data collecting!

## What are some survey deployment best practices to keep in mind?

### Q: How long should the survey stay open?

A: We've found giving teams a 2-week deadline works well for collecting responses. You should also consider competing communications or other timing-related challenges (e.g., surveying over a holiday, during a review period, etc.).

### Q: Should the survey be administered anonymously?

A: Ideally, the survey should be asked anonymously to encourage honest employee responses.

### Q: How should we introduce the survey?

A: A message from leadership letting employees know about the survey and emphasizing why it's important goes a long way toward encouraging participation.

### Q: What is a good response rate?

A: The higher the better, ideally you should target over 70%. It's important that responses are representative of the company as a whole so surveying across employee groups (e.g., across departments, tenure, race and ethnicity, gender, etc.) will ensure that responses are reflective.

### Q: How frequently should the Good Job Score Assessment Tool be deployed?

A: We recommend deploying the Good Job Score Assessment Tool at least annually to understand how scores change over time. It can also be run more frequently (e.g., semi-annually, quarterly) to track changes across business cycles and see how scores respond to actions taken.

## How do I calculate scores using the GJS web app?

Once you have collected the survey data from respondents, head back to the GJS site to calculate your GJS. If you would like to learn more about how the GJS is calculated, please refer to the Methodology + Scoring Guide.