

## **ANCC Well-Being Excellence™ Credential Survey**

### **Frequently Asked Questions (FAQs)**

#### **What is the purpose of the Well-Being Excellence Survey?**

The Well-Being Excellence survey is an integral part of the appraisal process for organizations applying for American Nurses Credentialing Center (ANCC) Well-Being Excellence™ Credential. The survey invites all employees at every level within the organization who have access to the well-being program to share their perceptions of whether the program initiatives that support their well-being are in place. Responses from the Well-Being Excellence survey provide information complementary to the application materials submitted by the applicant organization.

#### **What kinds of questions about the workplace environment does the Well-Being Excellence Survey ask?**

The survey asks questions about the presence of essential elements in place that support staff well-being as defined by the 2025 Well-Being Excellence™ application criteria. The Well-Being Excellence survey covers the following topics:

- Actions to improve staff well-being
- Ways to improve well-being shared at orientation and throughout the year
- Efforts to foster a sense of belonging in staff
- Strategies for recruitment and retention of a diverse workforce
- Staff engagement during discussions and decisions related to their work
- Zero tolerance for unfair treatment, including racism and other forms of discrimination
- Measures to ensure staff safety from verbal and physical abuse at work
- Process for reporting unsafe working conditions
- Reporting of mistakes without fear of punishment
- Gathering input on things that prevent them from doing their job well
- Culture of meaningful recognition for staff who go above and beyond
- Providing support to staff to meet their work and professional goals
- Offering flexible work schedules to accommodate personal needs
- Supporting staff in taking meal and rest breaks
- Making mental health resources available to staff
- Physical health promotion
- Promoting healthier food and beverage choices for staff

### **How many minutes will it take to finish the survey?**

It typically takes 15 minutes to finish the survey.

### **Where can I take the survey?**

You may take the survey using any digital device that has internet access.

### **Why do I need to provide identifiers (for example, the last four digits of my professional license or any required identified number)?**

With online survey administrations, sometimes a respondent can accidentally submit two sets of survey answers. For quality assurance, it is important to eliminate accidental duplicate responses. The four-digit number provides the office with a method for identifying and eliminating duplicate survey submissions without being able to connect them to an individual

### **If I don't want to provide the requested identifiers, can I put in a random number?**

No. There is an increased potential for people to enter the same number.

### **How is my confidentiality protected if I participate in the survey?**

The answers you provide in the Well-Being Excellence Survey are completely confidential. Your survey responses are submitted to the Well-Being Excellence Program Office through a secure website, and only authorized Well-Being Excellence Program Office staff will have access to those responses. A combined score is shared with the organization. ***No one at your organization has access to your individual responses.***

### **How are the results reported to my organization?**

Your responses will be combined with the responses of all the other respondents in your organization to produce a summary report. The report your organization receives will include only the total number of respondents who participated in the survey and the aggregate response for the survey items about the well-being program.

### **How do I know I have completed the survey?**

You have finished and submitted the survey only when you reach the following message: "ANCC Well-Being Excellence™ Survey. You may now close the screen. Thank you for your participation." If you do not reach this screen, you have not submitted the survey, and your results have not been collected.

### **What if I have a concern about how this survey is being conducted?**

For concerns about how this survey is being conducted at your organization, please notify the Workforce Wellbeing Program Office at [wellbeingexcellence@ana.org](mailto:wellbeingexcellence@ana.org).

### **Can I go backward in the survey to change my answers if I want to?**

Yes, you can click the “back” button from any screen to return to previous screens.

### **If I cannot finish the survey in one sitting, can I return to finish it at another time?**

Yes, you can click the “Save” button at the bottom of any screen, and a URL will appear in the address bar at the top of the screen. Copy and email this URL to yourself. The URL will bring you back to the question in the survey you last answered.

### **Who is eligible to take the survey?**

All eligible employees must have worked at the applicant organization for more than 90 days within the past 12 months by the start of the survey launch to participate in the survey. All eligible employees must also be invited by the Executive Well-Being Sponsor and Well-Being Champion to participate in the Well-Being Excellence Survey.

Questions? Contact the Well-Being Excellence Program Office at [wellbeingexcellence@ana.org](mailto:wellbeingexcellence@ana.org).

### **How many respondents must take the survey for my organization to meet the required survey participation rate?**

The minimum percentage of employees who must complete and submit the survey is determined by the total number of eligible employees within the applicant organization. If you would like more information regarding your organization’s minimum participation threshold, please contact your Executive Well-Being Sponsor and Well-Being Champion. The Well-Being Excellence Program Office will provide the organization with a progress report on participation rate. ***Individual respondent participation is voluntary.***

### **What difference does it make whether I answer the survey or not?**

Taking the survey is your opportunity to validate the existence of the essential elements of workforce well-being at your organization. The results of the Well-Being Excellence survey are a critical and integral part of the Well-Being Excellence credential designation. Respondents provide their perceptions whether program initiatives that support their well-being are in place.

If you have any questions about the Well-Being Excellence survey or concerns about how this survey is being conducted at your organization, please notify the Well-Being Excellence Program Office at [wellbeingexcellence@ana.org](mailto:wellbeingexcellence@ana.org).