



Viva Glint: Ask the Expert series

June 11, 2024

Agenda

- Welcome & Introductions
- Confidentiality Thresholds & Suppression
 - Practitioner perspective
 - Platform perspective
- Q&A

Today's hosts:



Bryan Dobkin
Principal People Scientist
Colorado, USA



Shawna Baker
Sr. Customer Experience
Program Manager
Nebraska, USA



Mindy Heusinkvelt
Solutions Architect
Nebraska, USA

and meeting moderators Kathryn Bowen, Larissa Linton, Meg Roberts

Question of the day

What are some of the ways your organization has been able to build trust with employees?



Bryan Dobkin

Principal People Scientist
Colorado, USA

Practitioner Perspective on Confidentiality Thresholds and Suppression

What is confidentiality?

Confidentiality in employee surveys ensures that the individual responses of employees are not disclosed or linked to them without their consent. It's a promise that the information shared will be used in a manner that protects the identity of the respondents.





Confidentiality is crucial for building **trust** among employees, encouraging **honest and open feedback**, and ensuring that the data collected is **accurate and reliable**.

Confidentiality assures employees that they can speak freely without fear of repercussions.

Maintaining confidentiality in employee surveys offers several important benefits:



Honest and
Open Feedback



Improved Data
Quality



Trust and
Employee
Engagement



Effective Action
Planning



Legal and Ethical
Compliance

The difference between confidential and anonymous



A **confidential** survey ties responses back to employee records but protects the respondent's privacy



An **anonymous** survey does not collect any identifying information at all.

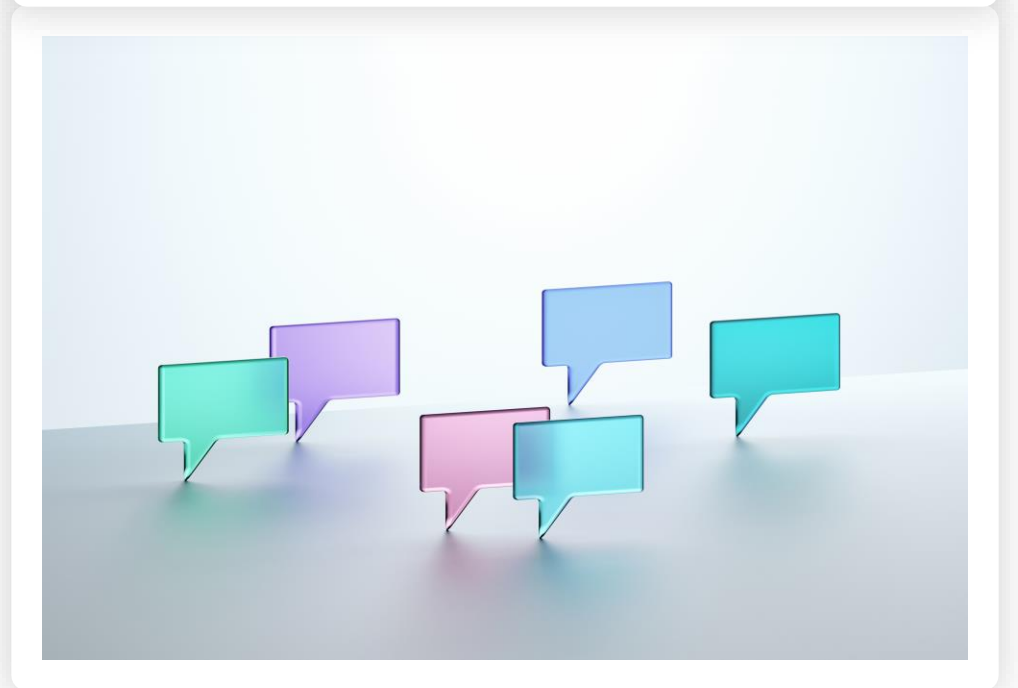
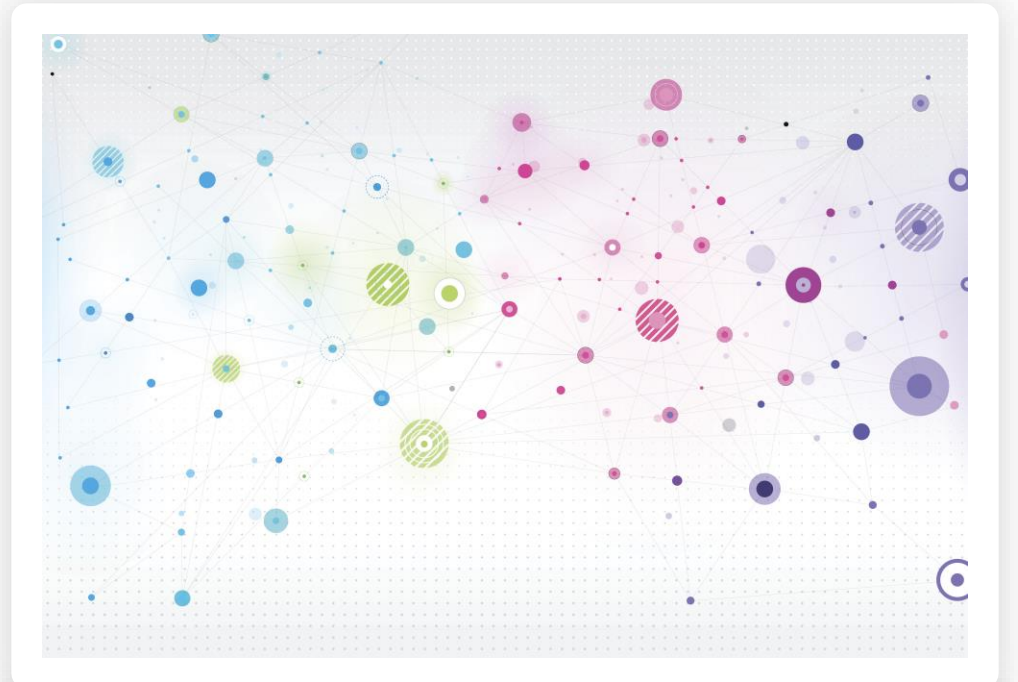
Standard industry confidentiality thresholds for employee surveys

Response Threshold:

A minimum of five responses is often required for reporting purposes. Lowering this number could compromise the reliability of results.

Comment Access:

To maintain confidentiality, **at least ten responses** are typically needed before a supervisor can view comments from their team (i.e., direct reports).

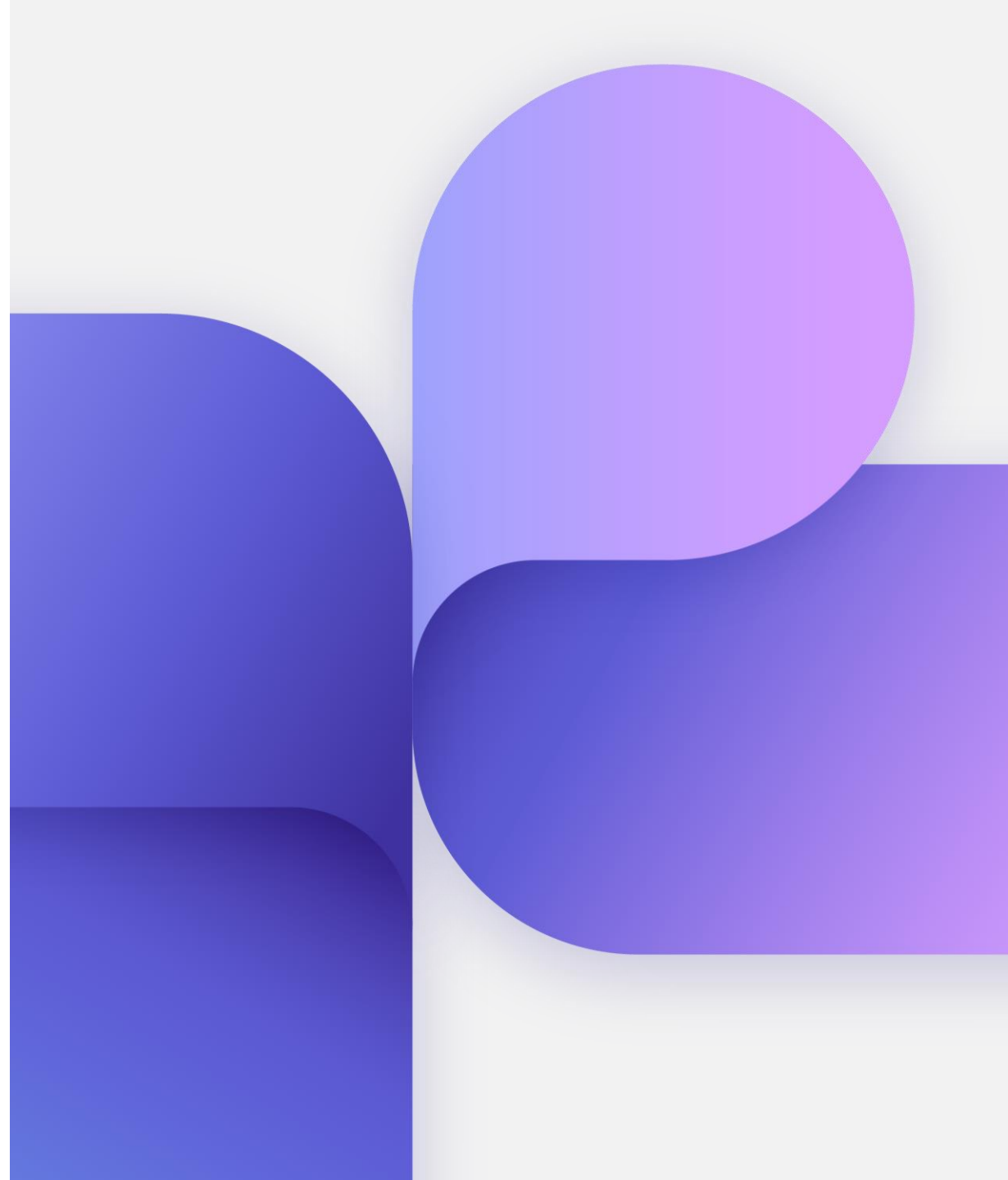


Balancing Confidentiality and Insight:

Striking the right balance between confidentiality and actionable insights is essential. While participants need to feel comfortable sharing their thoughts, organizations also require meaningful data to drive positive change.

Employee Trust: When employees trust that their feedback is confidential, they are more likely to provide honest, constructive, and open responses.

Reporting and Action Planning: Confidentiality allows senior leaders and managers to analyze results and create effective action plans.





Shawna Baker

Sr. Customer Experience Program
Manager
Nebraska, USA

Platform Perspective on Confidentiality Thresholds and Suppression

Viva Glint Reporting – Confidential Surveys



Viva Glint protects the confidentiality of individual responses with best practice thresholds.



Viva Glint does not show individual responses for confidential surveys.



Using best practice thresholds, results are aggregated to help protect confidentiality.



Viva Glint does not show scores for data groups that fall below the confidentiality threshold and limits the use of filters that could inadvertently reveal confidential information.

Understanding Data Suppression

The difference between **insufficient data** and **suppressed data**.

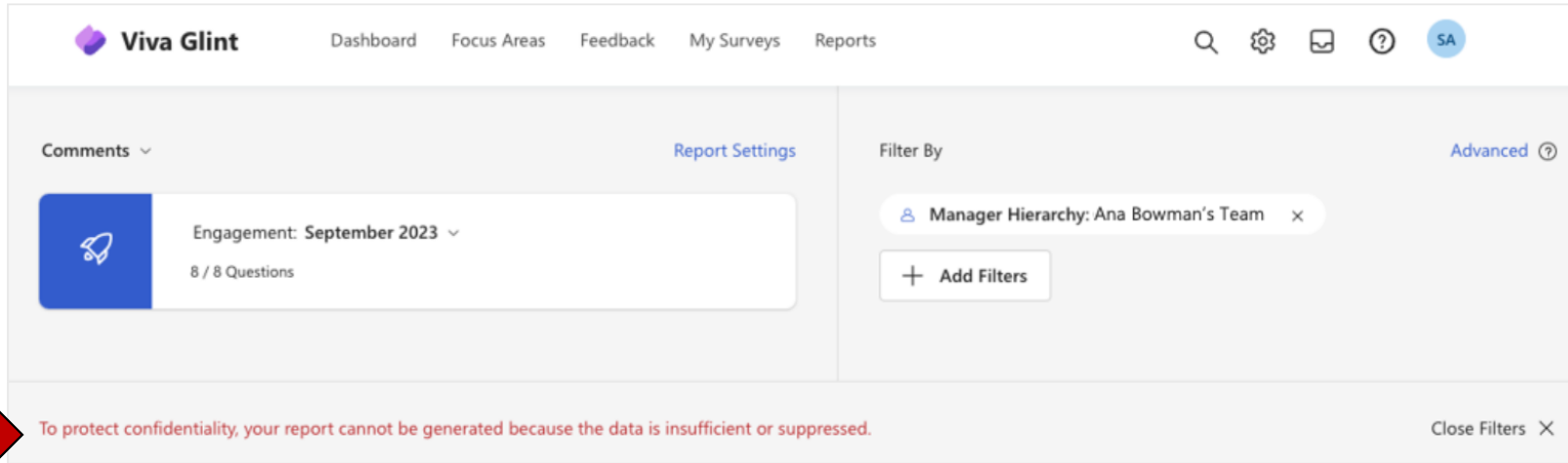
Insufficient Data

- A manager sees an insufficient data message if the number of respondents or total group size does not meet the minimum threshold.

Suppressed Data

- To prevent guessing the scores of respondent groups with insufficient data using simple math, the next smallest group is also suppressed.

Insufficient Data



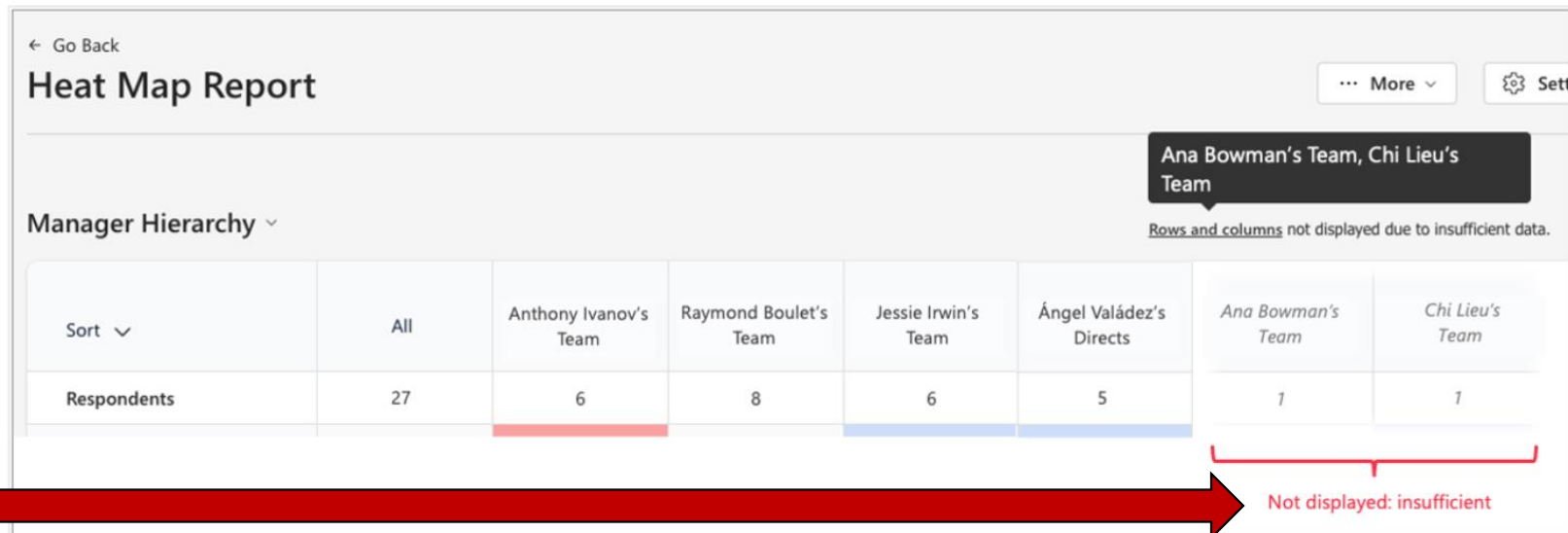
Viva Glint Dashboard

Engagement: September 2023
8 / 8 Questions

Filter By: Manager Hierarchy: Ana Bowman's Team

To protect confidentiality, your report cannot be generated because the data is insufficient or suppressed.

Example #1



Heat Map Report

Manager Hierarchy

Sort	All	Anthony Ivanov's Team	Raymond Boulet's Team	Jessie Irwin's Team	Ángel Valádez's Directs	Ana Bowman's Team	Chi Lieu's Team
Respondents	27	6	8	6	5	1	1

Not displayed: insufficient

Example #2

Suppressed Data

To protect the identity of groups whose responses are insufficient, the **Suppression Threshold** suppresses the next smallest group.

← Go Back

Heat Map Report

... More ▾ ⚙️ Sett

Manager Hierarchy ▾

Ana Bowman's Team, Ángel Valádez's Directs

Rows and columns not displayed due to insufficient data.

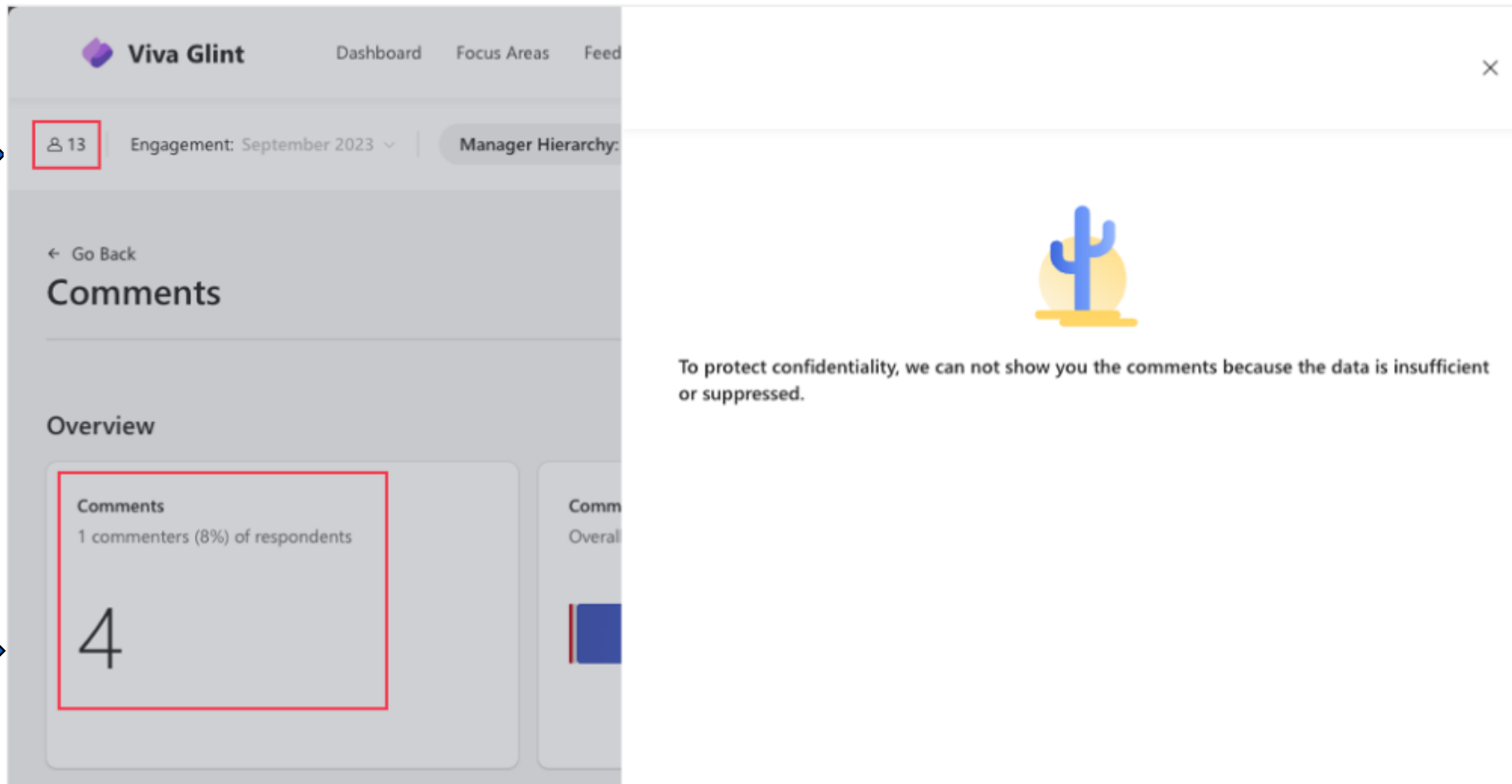
Sort ▾	All	Anthony Ivanov's Team	Raymond Boulet's Team	Jessie Irwin's Team	Ana Bowman's Team	Ángel Valádez's Directs
Respondents	26	6	8	6	1	5

Not displayed: insufficient

Not displayed: suppressed

Suppressed Data

To avoid scenarios where comments might be tied back to the respondent, **comments for filtered groups aren't visible** or searchable **until survey responses** (not comments) **meet the threshold**.



The image shows a screenshot of the Viva Glint interface. On the left, a sidebar contains navigation elements: 'Viva Glint' logo, 'Dashboard', 'Focus Areas', and 'Feed'. Below these are filters for '13' (highlighted with a red box and a blue arrow), 'Engagement: September 2023', and 'Manager Hierarchy:'. The main content area is titled 'Comments' and includes a 'Go Back' link. Under the 'Overview' section, a box displays 'Comments' with '1 commenters (8%) of respondents' and a large number '4' (highlighted with a red box and a blue arrow). On the right, a modal window is open, featuring a cactus icon and the text: 'To protect confidentiality, we can not show you the comments because the data is insufficient or suppressed.'

Managers with Small Teams

When **managers with small teams** do not meet the confidentiality threshold, the following two options can be **valuable resources** as the manager connects with their team.

ACT Conversations

- Managers can have an **ACT** Conversation with their team to **A**cknowledge, **C**ollaborate and **T**ake one step forward together.

Broader Team Insights

- Broader Team Insights (BTI) can be enabled so a manager can see their manager's results or the full roll-up where the confidentiality threshold was met.

Viva Glint Reporting – Identifiable Surveys



Viva Glint Lifecycle surveys, Exit and Onboarding, can be made identifiable during [program setup](#) with the **Confidential Responses** setting.



Consider this confidentiality level for this survey type, which has typically lower respondent counts and may lead to follow-up with individual employees based on their exit or new hire experiences.

Raw Data

Confidentiality

Confidential Responses [?](#)

Yes

Enable Export of Raw Survey Responses

Yes

Enabling this functionality allows admins to export unaggregated, identifiable survey responses. If you disable this functionality for a survey, you will permanently lose the ability to access or export that survey's unaggregated, identifiable responses, including the ability to transfer this data to a third party. [Learn more](#)

Confidentiality Statement on Survey

Your responses are confidential and reported to vgcme-bd in aggregate groups of 5 or more respondents. Write-in comments are reported verbatim if at least 10 people respond to a question. Take care not to identify yourself in the comments. A limited number of people at vgcme-bd will have access to your identifiable survey responses. See [Microsoft Viva Glint Reporting and Confidentiality Rules](#), which describes other ways your data may be accessed, and your organization's [privacy policy](#) for more information.

Company Message to Survey Participants

Enter any guidance specific to your organization that will be displayed at the beginning of Glint surveys. Be sure to avoid any potential contradictions between your own custom message and Glint's default privacy statement, which will also be shown. [Learn more](#)

[Manage Translations](#)

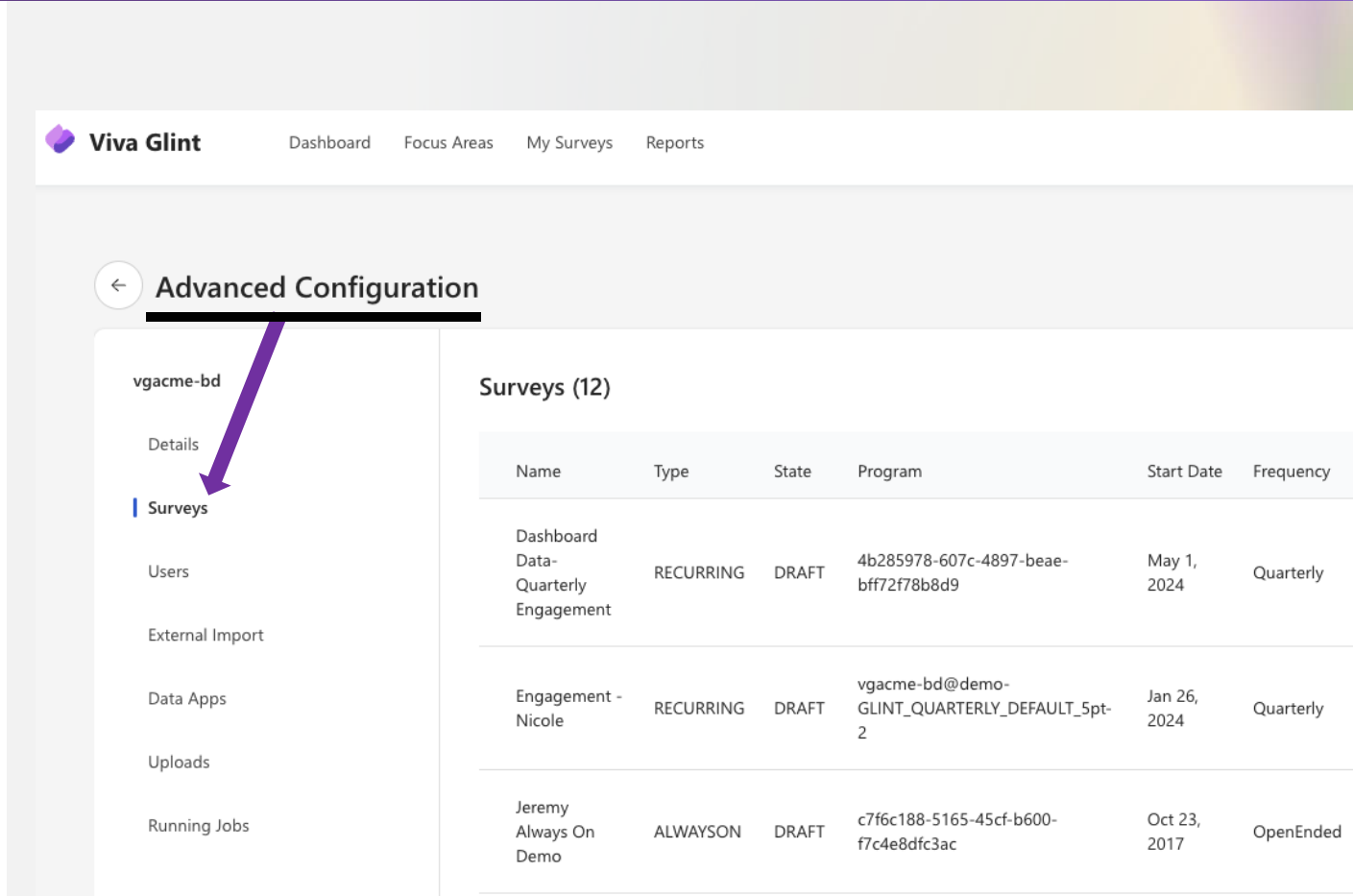
Note:

Confidentiality privacy statements are not editable in Viva Glint, however customers can choose to craft their own custom message for participants, which will be displayed alongside Viva Glint's statements.

Updating the Survey Threshold

1. From the admin dashboard, select **Configuration**, then in **Service Configuration**, choose **Advanced Configuration**.
2. In the menu on the left, select **Surveys** and choose a survey from the list.
3. On the **Survey Details** page, enter new values in each threshold field for rated question scores, and comments.
4. **Note:** The survey must be in DRAFT state to make any edits.
5. Select **Save Changes** at the bottom of the page.

[Manage Viva Glint confidentiality thresholds](#)



The screenshot shows the Viva Glint interface. At the top, there is a navigation bar with the Viva Glint logo and links for Dashboard, Focus Areas, My Surveys, and Reports. Below this is a sub-header for 'Advanced Configuration' with a back arrow. On the left side, there is a sidebar menu with options: Details, Surveys (highlighted with a blue bar and a purple arrow pointing to it), Users, External Import, Data Apps, Uploads, and Running Jobs. The main content area displays a table titled 'Surveys (12)'. The table has columns for Name, Type, State, Program, Start Date, and Frequency. Three survey entries are visible:

Name	Type	State	Program	Start Date	Frequency
Dashboard Data-Quarterly Engagement	RECURRING	DRAFT	4b285978-607c-4897-beae-bff72f78b8d9	May 1, 2024	Quarterly
Engagement - Nicole	RECURRING	DRAFT	vgacme-bd@demo-GLINT_QUARTERLY_DEFAULT_5pt-2	Jan 26, 2024	Quarterly
Jeremy Always On Demo	ALWAYSON	DRAFT	c7f6c188-5165-45cf-b600-f7c4e8dfc3ac	Oct 23, 2017	OpenEnded

Resources



Manager Quick Guides:

[Viva Glint Manager Quick Guides | Microsoft Learn](#)

[Manager Quick Guide - Confidentiality | Microsoft Learn](#)



Data Confidentiality:

[Understand confidentiality thresholds](#)

[Manage Viva Glint confidentiality thresholds | Microsoft Learn](#)



Viva Glint Privacy:

[How Viva Glint helps you protect your privacy | Microsoft Learn](#)



Microsoft Learn Training:

[What are the basics of how Viva Glint emphasizes confidentiality? - Training | Microsoft Learn](#)

[What is Viva Glint confidentiality and how do I navigate the Viva Glint app?](#)

Q&A

Thanks for joining!

What topic would you like to see in a future Ask the Experts session?

Scan this code to share your feedback about today's session.

Viva Glint: Ask the Experts
feedback



For recordings, decks, and future registrations, bookmark our official Ask the Experts page.
<https://adoption.microsoft.com/viva/glint/ask-the-experts-resources/>

Appendix

Resources for Learning and Connection

- [Learning Paths & Modules](#) - Online, self-paced training courses
- [Badging](#) - Become a Viva Glint expert! Earn learning credentials and post to your social media
- [Documentation](#) - Find technical documentation and guidance to help you through your Viva Glint journey
- [Viva Glint Community](#) - A space to ask questions and share ideas with experts and peers
- [Newsletter](#) - Sign up for this monthly email full of info to help you get the most from your Viva Glint programs
- [Viva Glint Blog](#) - Blogs specific to Viva Glint research and platform updates
- [Live Events](#) - Think like a People Scientist, Ask the Experts
- **Customer Groups**
 - [Product Council](#) - Be part of a community that provides Viva Glint teams with feedback on how we can improve our products and services
 - [Learning Circles](#) - Participate in collaborative time to share knowledge, experiences, and challenges with your peers and to grow your understanding and use of Viva Glint products and services.
 - [Cohorts](#) – We have created an online space for you to collaborate with fellow customers in your industry, and once a quarter, the Viva Glint cohort team will be hosting a virtual session dedicated to things like relevant topics, Q&As, open discussions.

Resources for Deployment and Support

FastTrack

Audience: New Viva Glint customers

FastTrack can provide [deployment help](#) with Microsoft Viva foundational products and capabilities - at no extra cost for the life of your eligible subscription. See [eligibility information](#).

If you've registered for FastTrack and need support: [FastTrack for Microsoft Viva](#)

CxPM/Hotline Team

Audience: Migrating Glint customers

Your Glint Customer Experience Program Manager (CxPM) or a dedicated member of the Hotline Support team will guide you through your [technical migration to Microsoft Viva Glint](#). Contact your CxPM or reach out to Hotline Support: VivaGlintMigration@microsoft.com

Support

Audience: All Viva Glint customers

Viva Glint admins:

- [Microsoft Admin Center](#)
- [Support participants during a live Viva Glint survey](#)

Viva Glint managers:

- [Viva Glint Manager Quick Guides](#)
- [Address Viva Glint access issues as a manager](#)

Viva Glint survey participants:

- [How to take a Viva Glint survey](#)
- [Viva Glint FAQs for survey participants](#)

For a list of our training courses, see our [Viva Glint Learning Paths and modules](#) page.

For a list of our available badges, see our [Viva Glint Badging](#) page.

The screenshot shows the Microsoft Viva Glint Learning Paths and modules page. The page has a navigation bar with 'Learn', 'Discover', 'Product documentation', 'Development languages', and 'Topics'. Below the navigation bar, there is a breadcrumb trail: 'Learn / Microsoft Viva / Viva Glint /'. The main heading is 'Viva Glint learning paths and modules'. Below the heading, it says 'Article • 02/12/2024 • 1 contributor' and a 'Feedback' link. The 'In this article' section lists three links: 'Earn badges', 'Courses for admins', and 'Courses for managers'. The main content area starts with the text: 'Discover the power of Microsoft Viva Glint with step-by-step guidance. Recommended trainings for admins and managers using Viva Glint are hosted within Microsoft Learn.' Below this, it says: 'Viva Glint learning paths and the modules contained within them have been carefully created by our Subject Matter Experts to provide a thorough self-paced and self-teachable learning experience. Learning paths are comprised of building blocks, referred to as modules. All trainings are recommended prior to setting up and launching your first Viva Glint program.' The final sentence reads: 'As an HR and/or an IT professional, you may find both the admin and manager trainings useful in using Viva Glint.'

The screenshot shows the Microsoft Viva Glint Badging page. The page has a navigation bar with 'Learn', 'Discover', 'Product documentation', 'Development languages', and 'Topics'. Below the navigation bar, there is a breadcrumb trail: 'Learn / Microsoft Viva / Viva Glint /'. The main heading is 'Viva Glint badging'. Below the heading, it says 'Article • 02/12/2024 • 1 contributor' and a 'Feedback' link. The 'In this article' section lists two links: 'Microsoft Viva Glint Foundations badge' and 'Microsoft Viva Glint Manager badge'. The main content area starts with the text: 'Microsoft Viva Glint badging is an exciting opportunity for Viva Glint customers to share their knowledge and expertise of Viva Glint engagement programming with their social network. Through recommended learning paths and modules, customers increase their confidence and drive efficiency using self-paced learning experiences. Upon completion of the recommended online learning courses, customers are eligible to earn a Viva Glint/Credly certification badge, to post on your LinkedIn profile.' Below this, it says: 'Credly - a Microsoft third-party vendor - empowers organizations to officially recognize individuals for demonstrated competencies and skills.'

To access our full documentation library,
see [Introduction to Microsoft Viva Glint | Microsoft Learn](#).

The screenshot shows the Microsoft Learn documentation page for 'Introduction to Microsoft Viva Glint'. The page features a navigation menu on the left, a main content area with a video introduction, and a right-hand sidebar with additional resources.

Navigation: Learn | Discover | Product documentation | Development languages | Topics

Microsoft Viva: Viva Amplify | Viva Connections | Viva Engage | Viva Glint | Viva Goals | Viva Insights | Viva Learning | Viva Pulse | Topics

Filter by title: Introduction to Microsoft Viva Glint

- Get started with Viva Glint
 - Four stages of a Viva Glint program
 - Viva Glint program types and associated templates
 - How People Science works with Viva Glint
 - Learning path and modules
 - Microsoft Viva Glint privacy
 - Privacy policies in Microsoft Viva Glint
- Plan and administer your Viva Glint platform
 - Deploy Microsoft Viva Glint as an M365 Global Admin
 - Deploy Microsoft Viva Glint as a Viva Glint Admin
 - Prepare and upload employee data
 - Manage features and settings
 - Share Manager Quick Guides
 - Use Viva Glint Best Practices and program guidance
- Set up and customize Viva Glint programs
 - Set up Program Summary for Viva Glint Engagement-type surveys
 - Set up and customize Viva Glint survey item templates
 - Setting up Employee Lifecycle surveys
 - Tailor users' survey experience with Viva Glint Display Logic
 - Deleting survey data from Viva Glint

Article: Learn / Microsoft Viva / **Introduction to Microsoft Viva Glint**
Article • 09/29/2023 • 3 contributors

In this article

- Get started with Viva Glint
- How does Viva Glint improve the overall health of your organization?

This article helps you to understand how Microsoft Viva Glint makes people in your organization happier and more successful at work.

First, watch this 4:30 video for an easy-to-understand introduction of Viva Glint and its people success methodology:

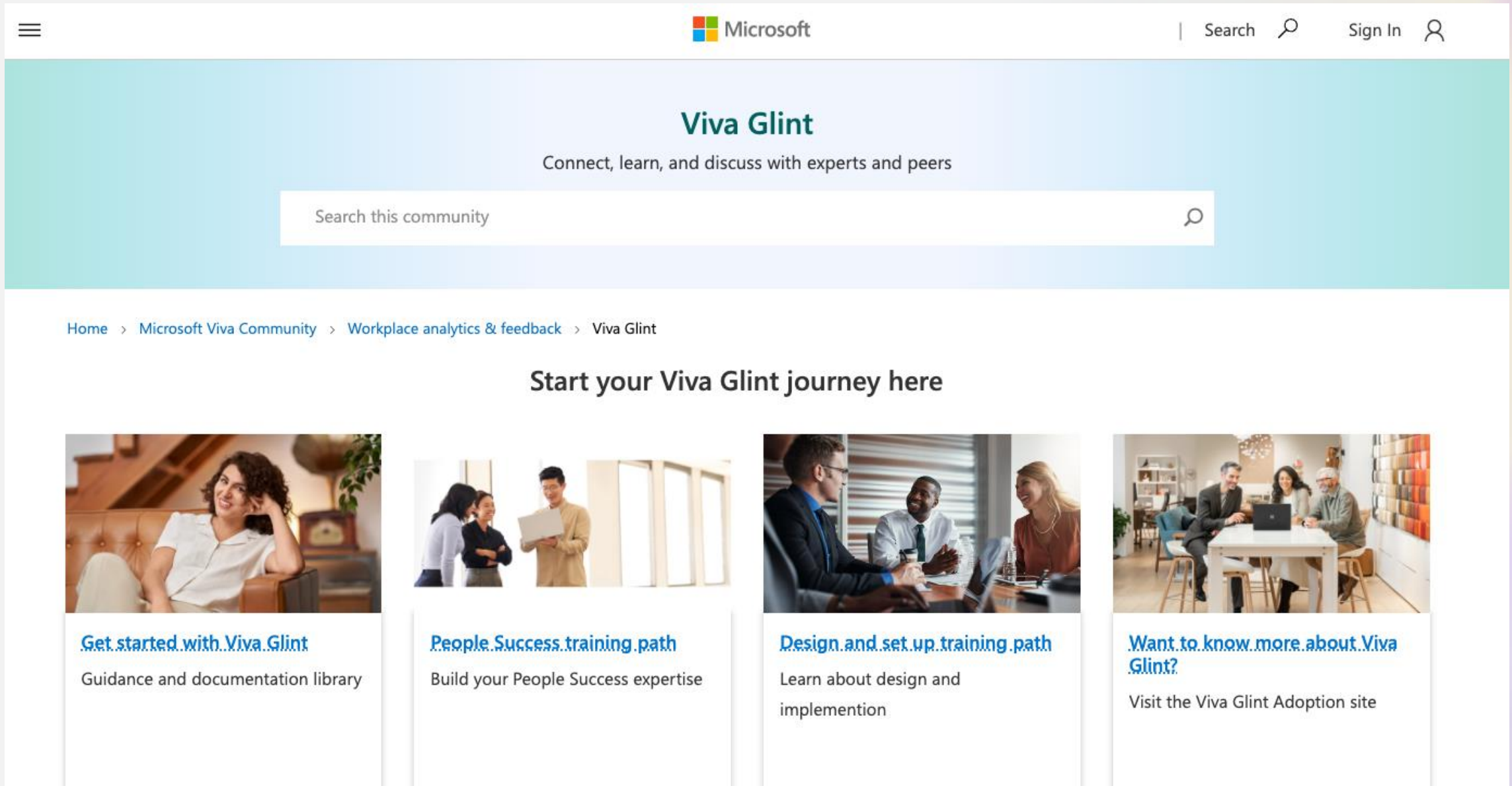
Video: An introduction to Microsoft Viva Glint and people success

Additional resources:

- Training**
 - Module: Get to Know Viva Glint's Approach Training
 - This module will explain how Viva Glint provides visibility into the total employee experience through wide surveys and recommended actions.
- Documentation**
 - Four stages of Viva Glint program: A strong feedback program incorporates...
 - Viva Glint program types and associated templates: Viva Glint offers Engagement, specialty, and 360 feedback programs to support and improve businesses.
 - Set up a Microsoft Viva Glint tenancy: When a new customer purchases and is entitled to the Viva Glint product, the tenancy should occur within days.

[Show 5 more](#)

Talk to fellow customers, Glint and other Viva app users within the [Viva Community](#). We also have a specific [Viva Glint Community](#) just for us where we also post updates and announcements.



The screenshot shows the Microsoft Viva Glint community page. At the top, there is a navigation bar with the Microsoft logo, a search icon, and a sign-in icon. Below the navigation bar is a teal header with the text "Viva Glint" and "Connect, learn, and discuss with experts and peers". A search bar is positioned below the header. The main content area features a breadcrumb trail: "Home > Microsoft Viva Community > Workplace analytics & feedback > Viva Glint". The central heading is "Start your Viva Glint journey here". Below this heading are four cards, each with an image and a link:

- Get started with Viva Glint**: Guidance and documentation library. Image: A woman sitting on a couch, smiling.
- People Success training path**: Build your People Success expertise. Image: Three people in a meeting, one holding a laptop.
- Design and set up training path**: Learn about design and implementation. Image: Three people in a meeting, one pointing at a laptop screen.
- Want to know more about Viva Glint?**: Visit the Viva Glint Adoption site. Image: Four people in a meeting, one pointing at a laptop screen.

Bookmark our [live events](#) page to stay updated on our events schedule.

The screenshot shows the Microsoft Tech Community website's 'Viva Glint Events' page. The navigation bar includes 'Microsoft', 'Tech Community', 'Community Hubs', 'Blogs', 'Events', 'Microsoft Learn', and 'Lounge'. The breadcrumb trail is 'Home > Viva Glint > Viva Glint'. The main heading is 'Viva Glint Events'. Below this, there are two view options: 'List View' (selected) and 'Calendar View'. There are also filters for 'Status' (a dropdown menu), 'Labels' (a dropdown menu), and 'Date Range' (two input fields). The 'Upcoming Events' section features a card for an event titled 'Think like a People Scientist: Understanding and interpreting your survey data'. The event is scheduled for Feb 20 2024, 08:00 AM - 09:00 AM (PST) via Microsoft Teams. A registration link is provided: 'Microsoft Virtual Events Powered by Teams'. The card also shows '0 attendees', '0 likes', and '0 comments'. The event description begins with 'Join us for this series of webinars on how to 'think like a People Scientist.' Based on your feedback, we have introduced this series to help dive deeper into key topics where a People Science per'.

Microsoft | Tech Community | Community Hubs | Blogs | Events | Microsoft Learn | Lounge | Search | Sign In

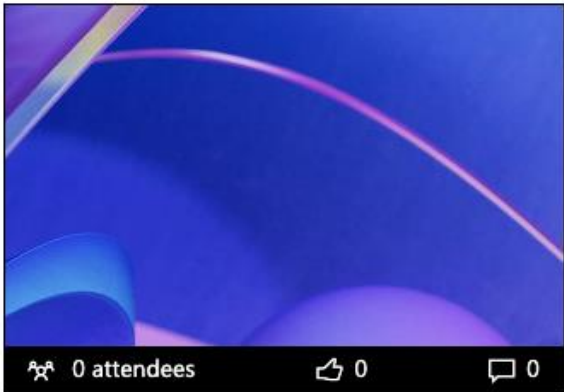
Home > Viva Glint > Viva Glint

Viva Glint Events

View as: **List View** | Calendar View

Status: Select Status | Labels: Select Label | Date Range: [] []

Upcoming Events



Think like a People Scientist: Understanding and interpreting your survey data

Feb 20 2024, 08:00 AM - 09:00 AM (PST)

Microsoft Teams

Register here: [Microsoft Virtual Events Powered by Teams](#)

0 attendees | 0 likes | 0 comments

Join us for this series of webinars on how to 'think like a People Scientist.' Based on your feedback, we have introduced this series to help dive deeper into key topics where a People Science per

...

[Register for our newsletter](#) to stay up-to-date on releases, events, and anything new at Viva Glint!



Hi Kathryn,

Welcome to the March edition of our Viva Glint newsletter. Our recurring communications will help you get the most out of the Viva Glint product. You can always access the current edition and past editions of the newsletter on our [Viva Glint blog](#).

Our next features release date

Viva Glint's next feature release is scheduled for March 9, 2024*. Your dashboard will provide date and timing details two or three days before the release.

In your Viva Glint programs

The Microsoft Copilot Impact Survey template has premiered in the Viva Glint platform. AI tools are increasingly integrated into the workplace to enhance workforce productivity and the employee experience. This transformational shift in work means leaders need to understand their early investments in Microsoft Copilot and how it is being adopted. Deploying the Copilot Impact Survey template in Viva Glint organizations can

Check out our [Viva Glint blog](#) for our monthly newsletters and other updates.

The screenshot shows the Viva Glint Blog page on the Microsoft Tech Community website. The page features a blue header with the Microsoft logo and navigation links for Tech Community, Community Hubs, Blogs, Events, Microsoft Learn, and Lounge. A search bar and a Sign In link are also present. The main heading is "Viva Glint Blog". Below the heading, there are filters for "Filter by label", "Follow", and "RSS". The breadcrumb trail is "Home > Viva Glint > Viva Glint Blog". The page displays three blog posts:

- Late January 2024 Viva Glint newsletter** by [JudyWeiner1](#) on Jan 26 2024 07:51 AM. The post has 596 views. The image shows three people in a meeting, with the text "Viva Glint Monthly Newsletter" overlaid.
- Introducing Viva Glint: Ask the Experts series** by [KathrynBowen](#) on Jan 23 2024 10:36 AM. The post has 549 views. The image shows a group of people in a meeting, with a woman standing and presenting to a seated audience.
- January 2024 Viva Glint newsletter** by [JudyWeiner1](#) on Jan 08 2024 09:39 AM. The post has 610 views. The image shows two women sitting at a table, engaged in a conversation.

Join our customer groups to stay connected with fellow customers, our thought leadership experts, and our Product team

Learning Circles

The Learning Circles program offers the opportunity to join a diverse customer group where you can share knowledge, experiences, and challenges with other employee experience professionals and grow your understanding and utilization of Viva Glint. Managed entirely by customers, this is a flexible program to use in the way that works for you.

Product Council

Be part of a community that provides the Viva Glint team with feedback to help shape our product and influence the development of new products through our user experience. Join our Product Council today!

Cohorts

The purpose of our customer cohorts are to facilitate connections between customers grouped by shared background (e.g., industry), shared purpose (e.g., culture transformation) or shared interest (e.g., AI). Through cohorts, customers will have additional access to relevant content and events, discussion, and sharing and networking opportunities. Keep an eye out for its launch in our blog and newsletter.

...and more to come!