Surveys

2016 - Winter Edition

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Overview

The **Survey Manager** allows you to **create and distribute surveys** to your membership.

The following questions can be used for **surveys**:

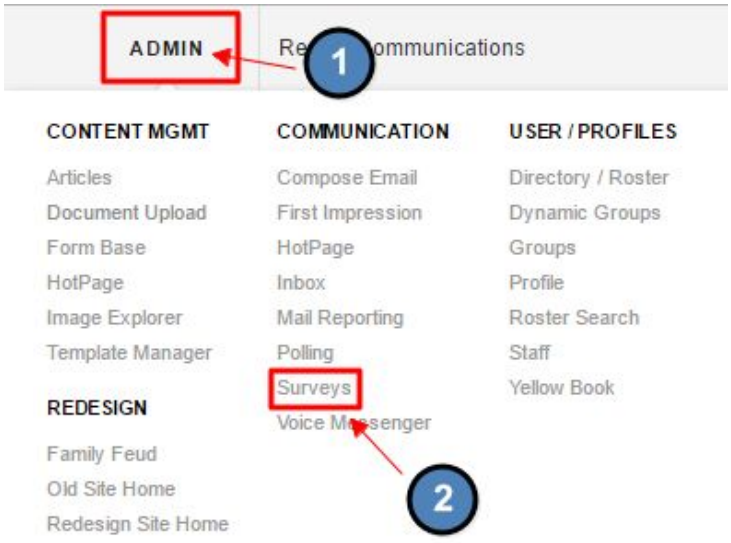
- Multiple choice
- Multiple select
- Fill in the blank
- True/False

Use Case(s)

Clubs looking to gain feedback or additional information from members within the website.

Accessing Survey Manager

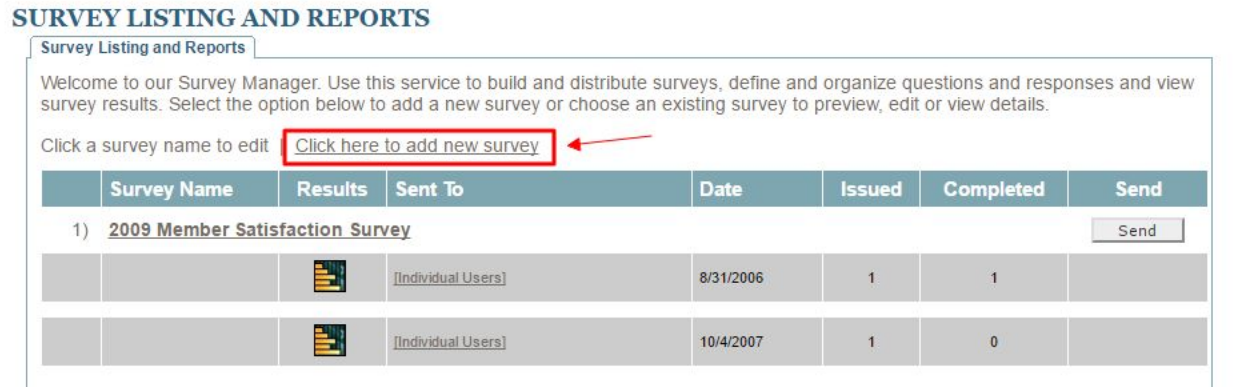
Hover over the **Admin Bar, click Surveys** under Communication.



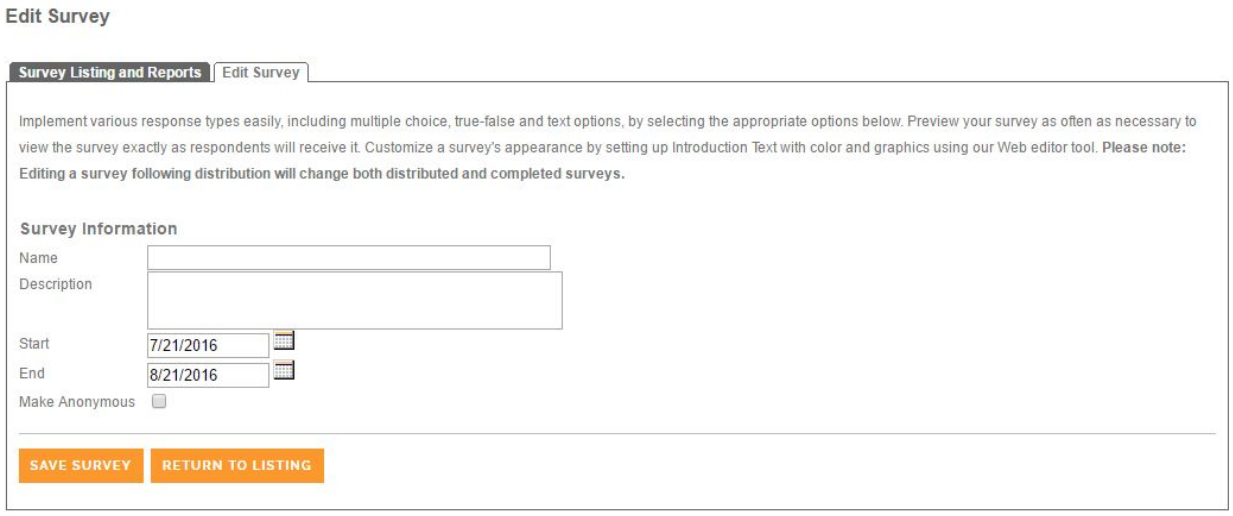
Note: The layout of where the **Survey Manager** is located may be slightly different based on club, but functionality is the same.

Creating a Survey

To **create a new survey**, select the **"Click here to add new survey" link**, and then **enter a name** for the survey and **description**.



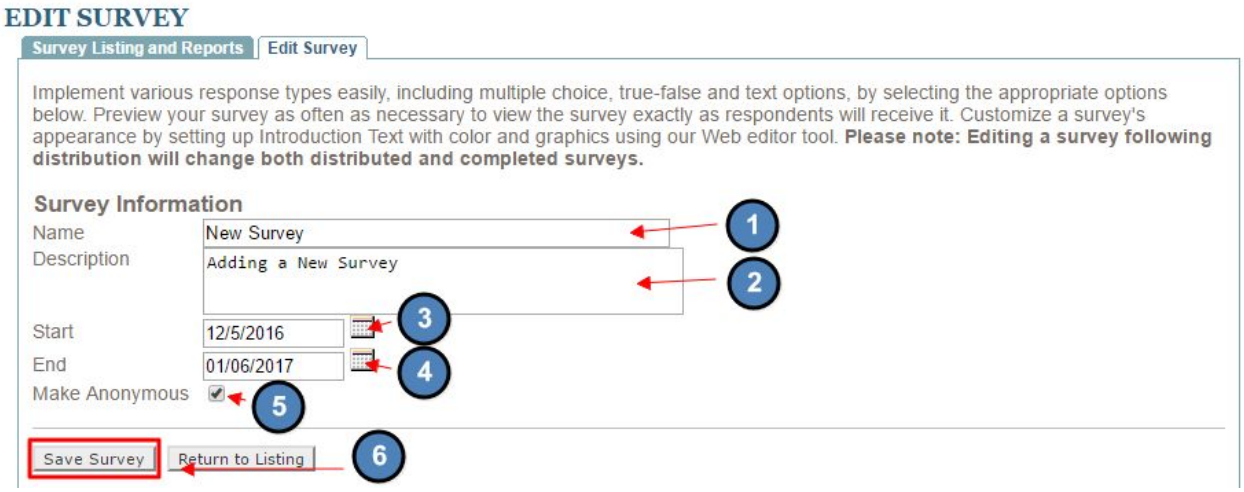
This will launch the **Edit Survey** screen.



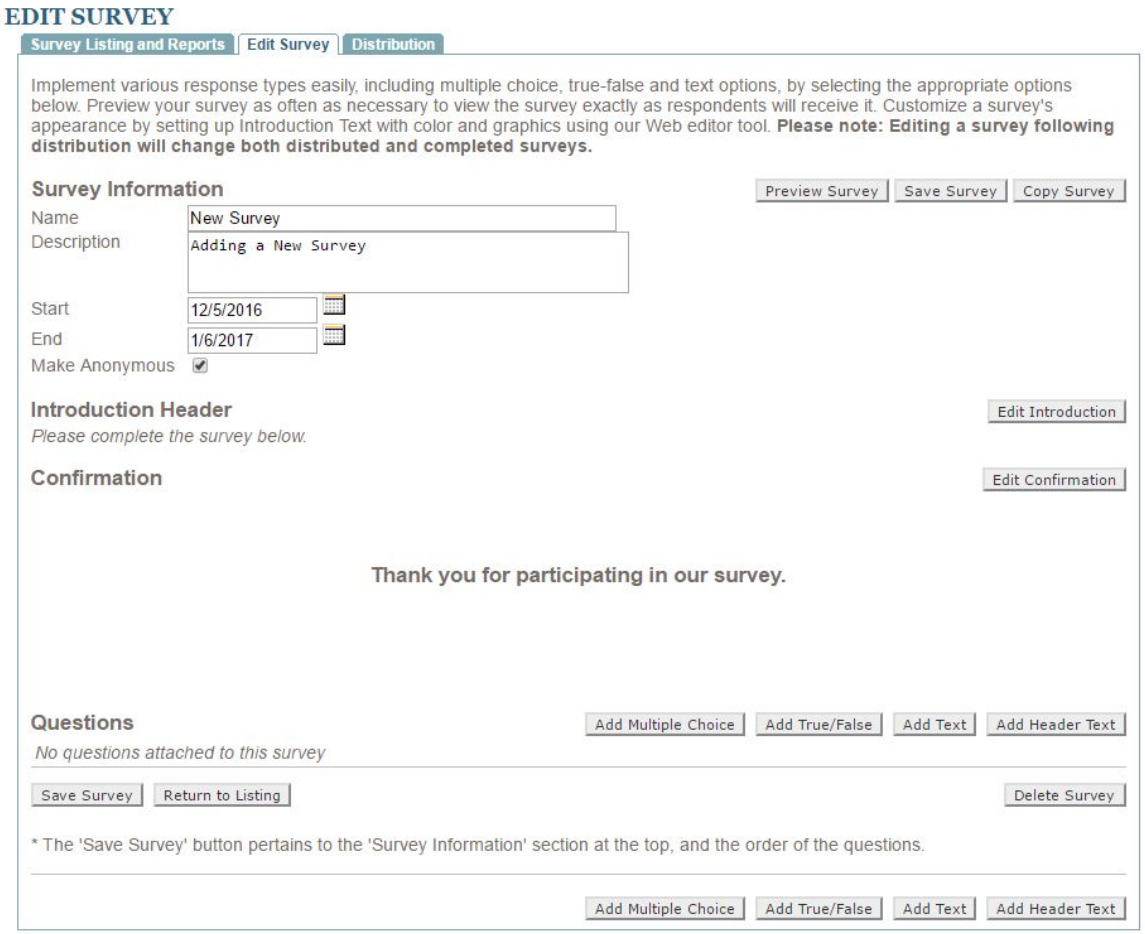
Here you can add:

1. **Name**
2. **Description**
3. **Start Date**
4. **End Date**
5. **Make Anonymous**

Click Save Survey to continue.

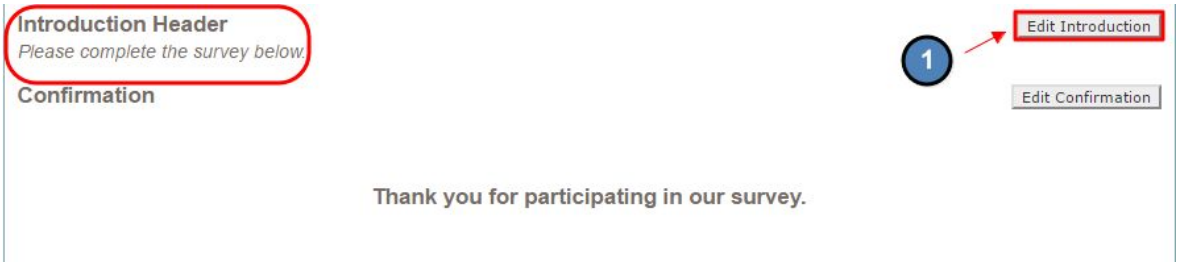


This will take you to the **Edit Survey** page where you may **add content** to the **survey.**

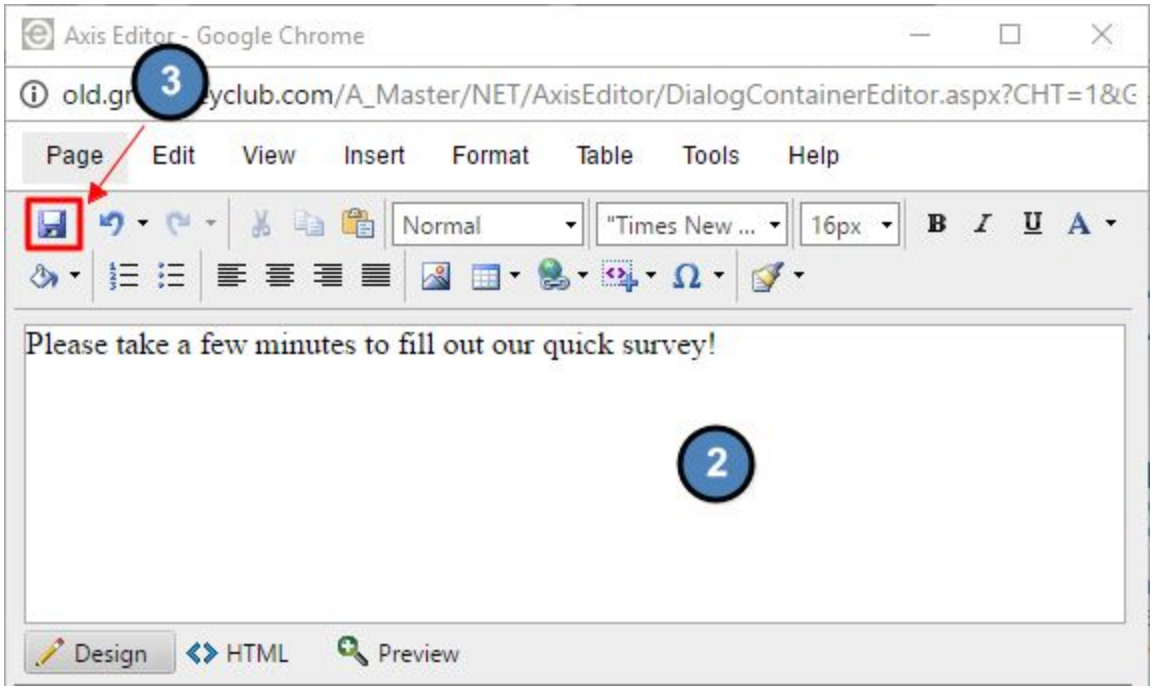


You may add an **Introduction Header** to the **Survey** with any additional information on the **Survey.**

Click the **Edit Introduction** button to launch the **Editor.**



In the **Editor,** you may add text and imagery. **Save** once complete.



Click the **Edit Confirmation** button to launch the **Editor.** The **Confirmation** message will appear once a member has filled out and submitted their **Survey.**

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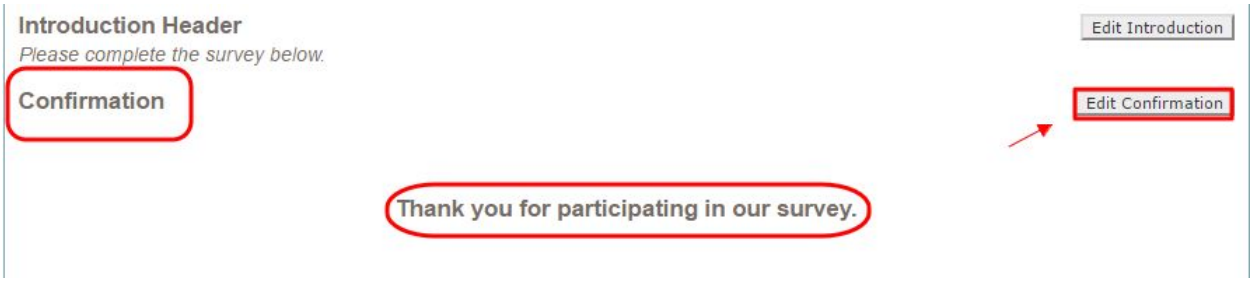


Adding Questions

Next, you may start **Adding Questions** to the **survey.**

The **Survey** consists of 3 types of **questions:**

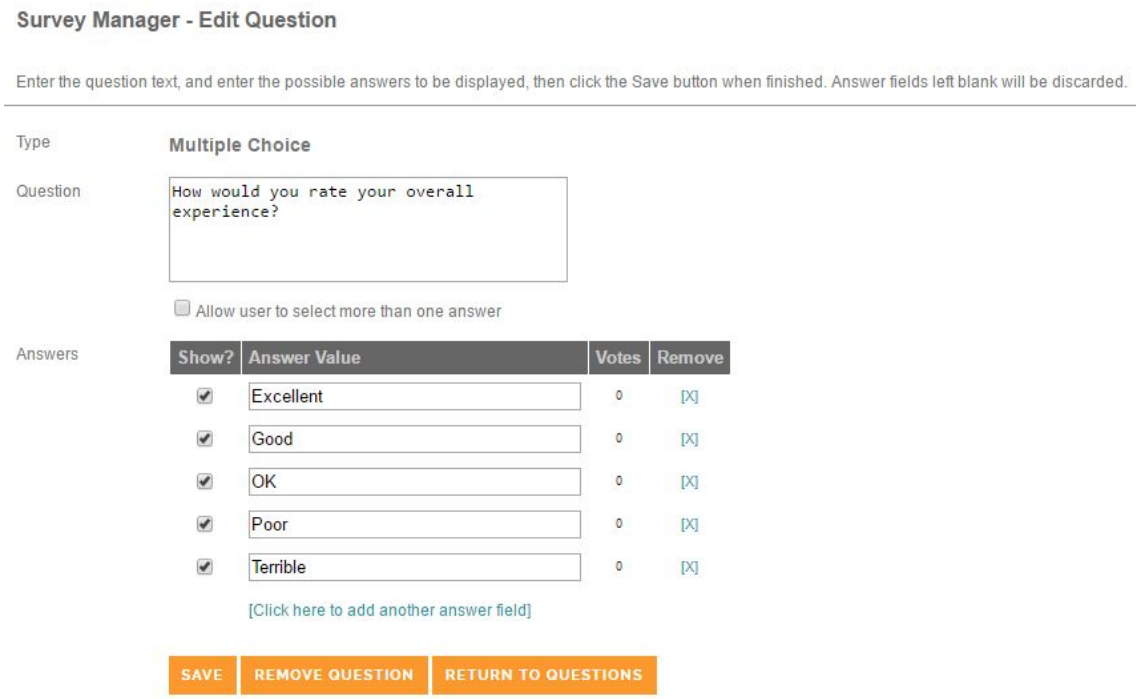
- Multiple Choice
- True/False
- Text Questions

To **Add a Multiple Choice Question, click** the **Add Multiple Choice** button.

Multiple Choice questions allow you to enter up to **5 answers** and offer the ability to select **more than one answer** by **checking** the corresponding **check box below** the **question text.**

If you need to have **more than 5 answers** for a **multiple choice question**, you can **save** the **question** with the **first 5**, and then you can **select the link to add more answers**.

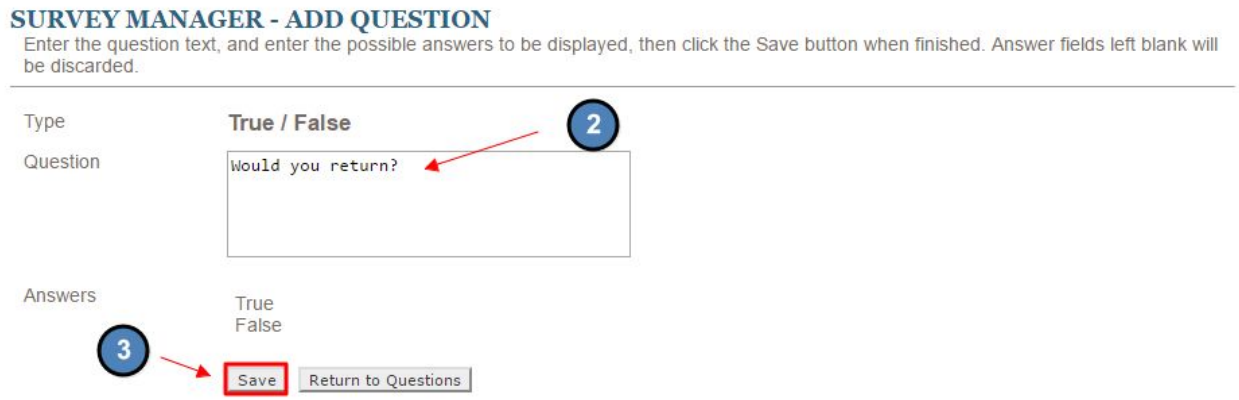
Click Save once finished.



To **Add True/False, click** the **True/False** button.

True/False only allow you to enter question text.

Click Save when finished.



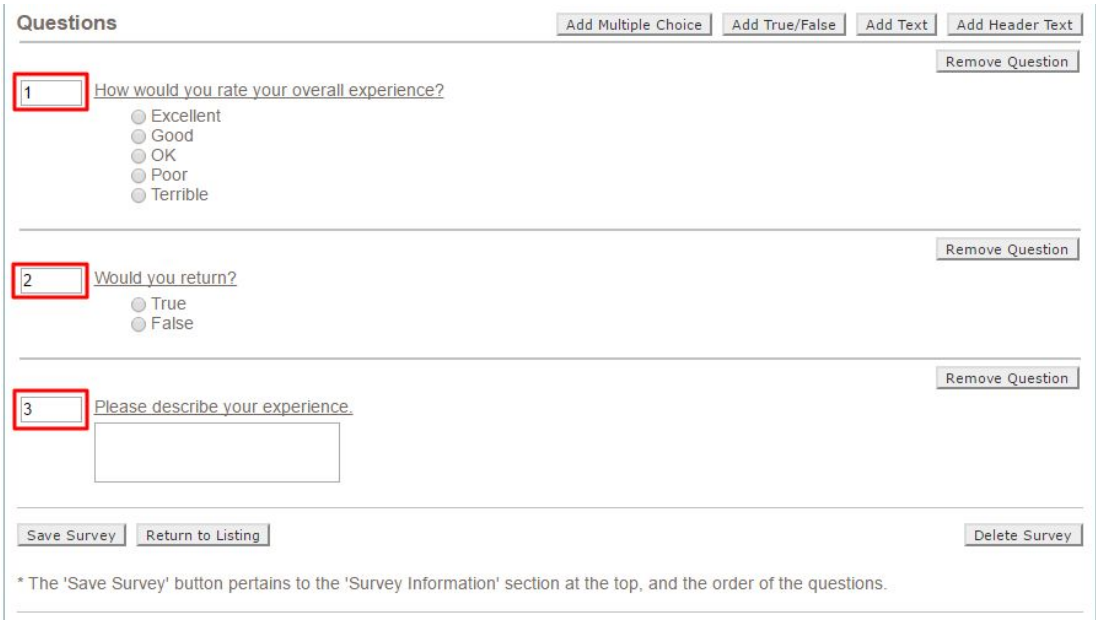
To **Add Text, click** the **Add Text** button.

Add Text only allow you to enter question text.

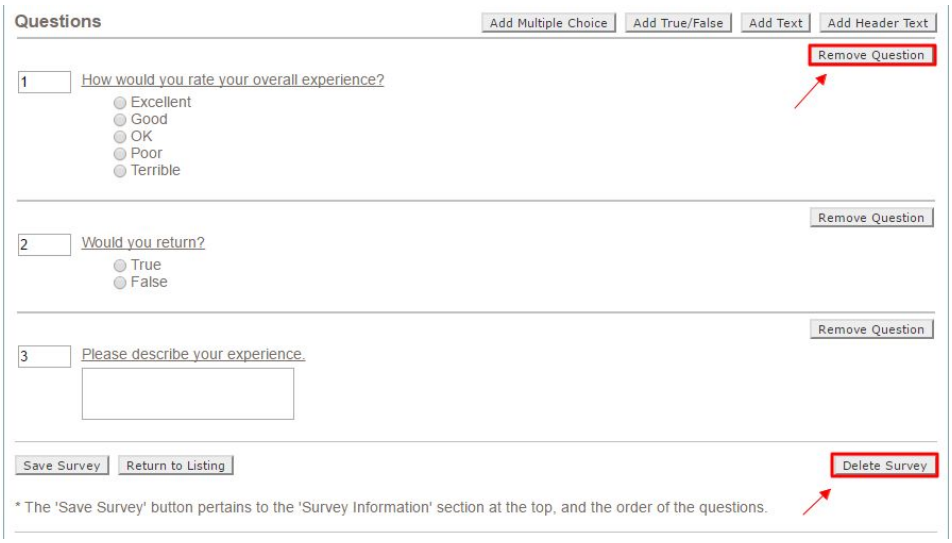
Click the Save button when finished.

Question Organization

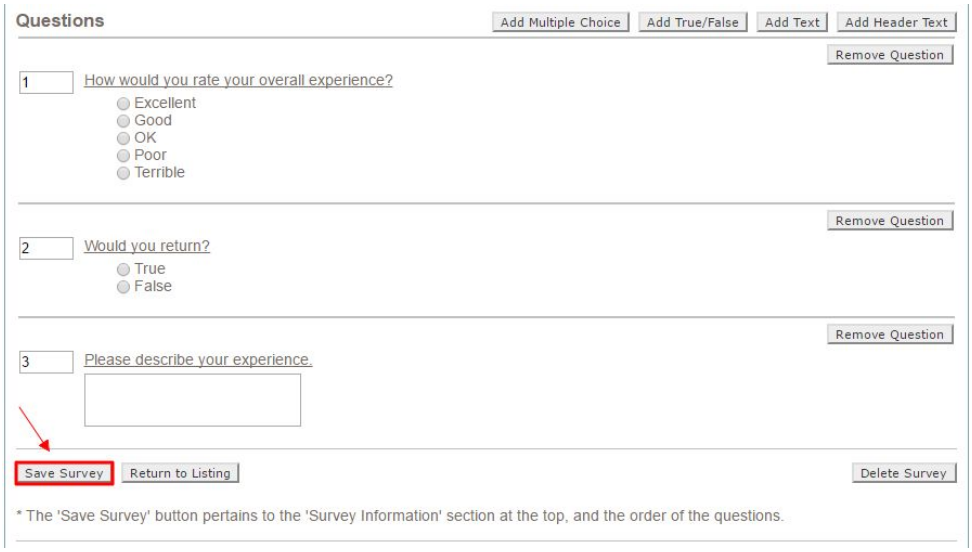
You can **reorder questions** by **entering the question number** you would like it to be, while also **changing the number of the question** it will be **replacing**.



From here, you may also **Remove Questions** by **click Remove Question;** or **Delete** the entire **Survey.**

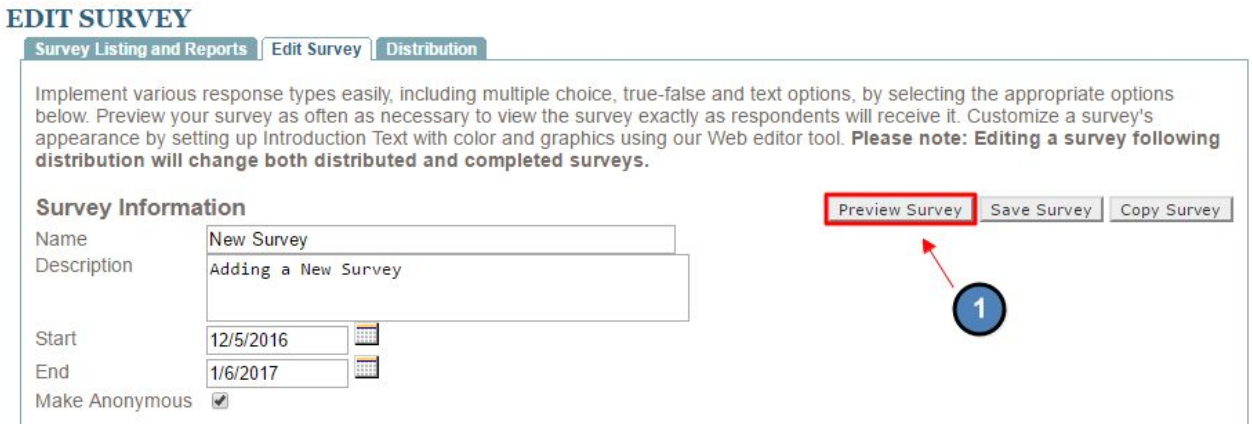


Once changes are complete, you can **click "Save Survey"** to **save** your changes.

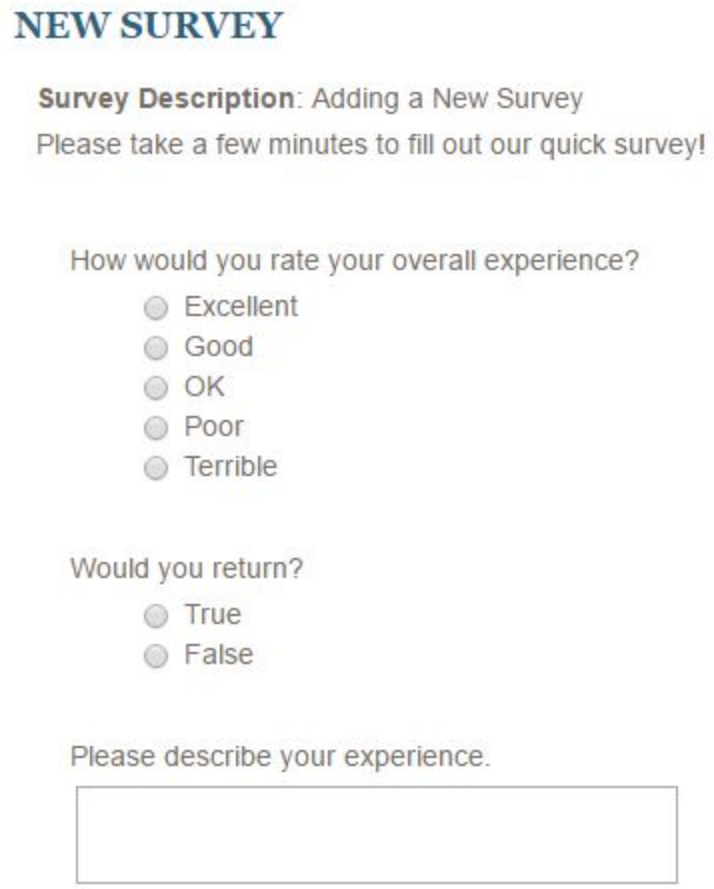


Previewing Survey

You can **preview** your **survey** by **clicking** the **"Preview Survey"** button before distributing the **survey.**



This will pull the **survey** as it will show to members.



Distributing Survey

Click the "**Distribution" tab** to set up **distribution.**

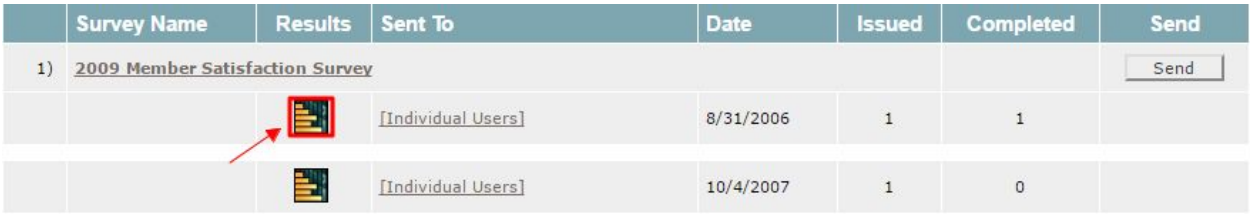
Next, **click** the **"Click here to send this survey to a new group of users" link.**

You will now be taken to the **Blast Email Module** where you may **select recipients and compose an email.** The **Survey** will attach to the bottom of the **email** automatically.

Viewing Results

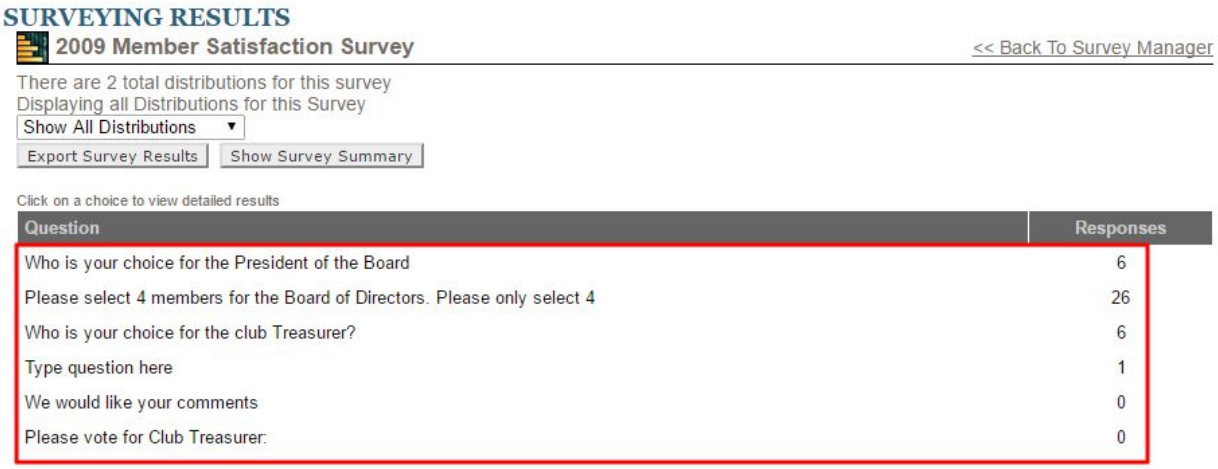
Once the **Survey** is sent out and **completed** by your members, you can go back to the **Survey Manager** to **view the results**.

In the **Survey Manager, click the image of the bar chart**, and then **select your distribution or all distributions**.



	Survey Name	Results	Sent To	Date	Issued	Completed	Send
1)	2009 Member Satisfaction Survey						Send
			[Individual Users]	8/31/2006	1	1	
			[Individual Users]	10/4/2007	1	0	

You can then **view the results.**



SURVEYING RESULTS

2009 Member Satisfaction Survey

<< Back To Survey Manager

There are 2 total distributions for this survey
Displaying all Distributions for this Survey
Show All Distributions

Export Survey Results | Show Survey Summary

Click on a choice to view detailed results

Question	Responses
Who is your choice for the President of the Board	6
Please select 4 members for the Board of Directors. Please only select 4	26
Who is your choice for the club Treasurer?	6
Type question here	1
We would like your comments	0
Please vote for Club Treasurer:	0

Click on each question to receive detailed results for each.

Show Graph

Click on a choice to view detailed results

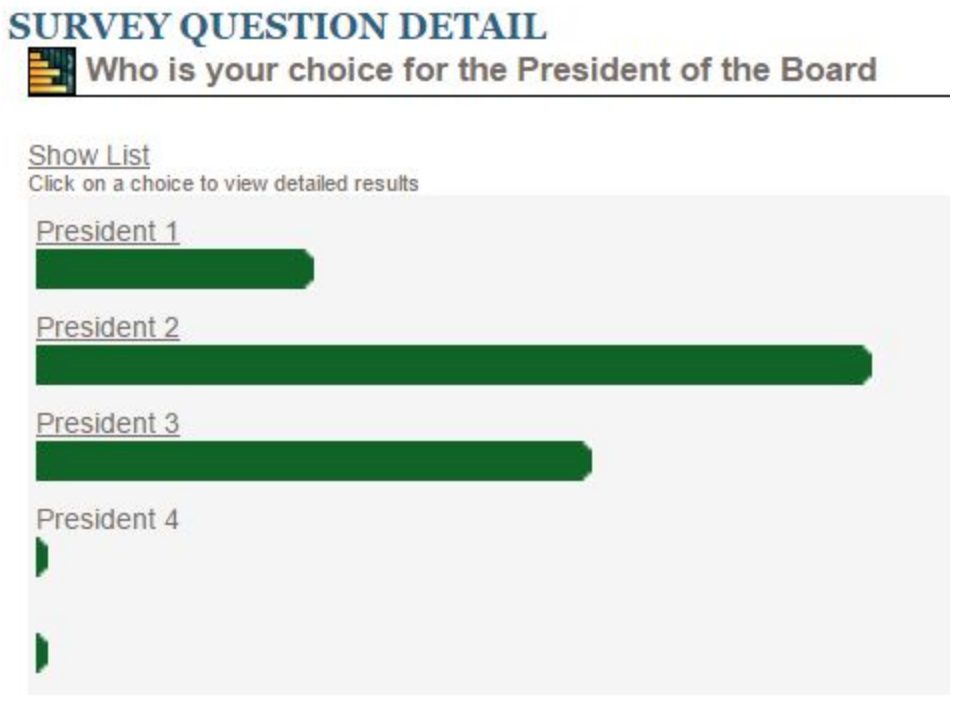
Answer	Responses	% of Total
President 1	1	16.66%
President 2	3	50%
President 3	2	33.33%
President 4	0	0%
	0	0%

You can **select the "Show Graph" link** to view a **chart** of the **results**.

Show Graph
Click on a choice to view detailed results

Answer	Responses	% of Total
President 1	1	16.66%
President 2	3	50%
President 3	2	33.33%
President 4	0	0%
	0	0%

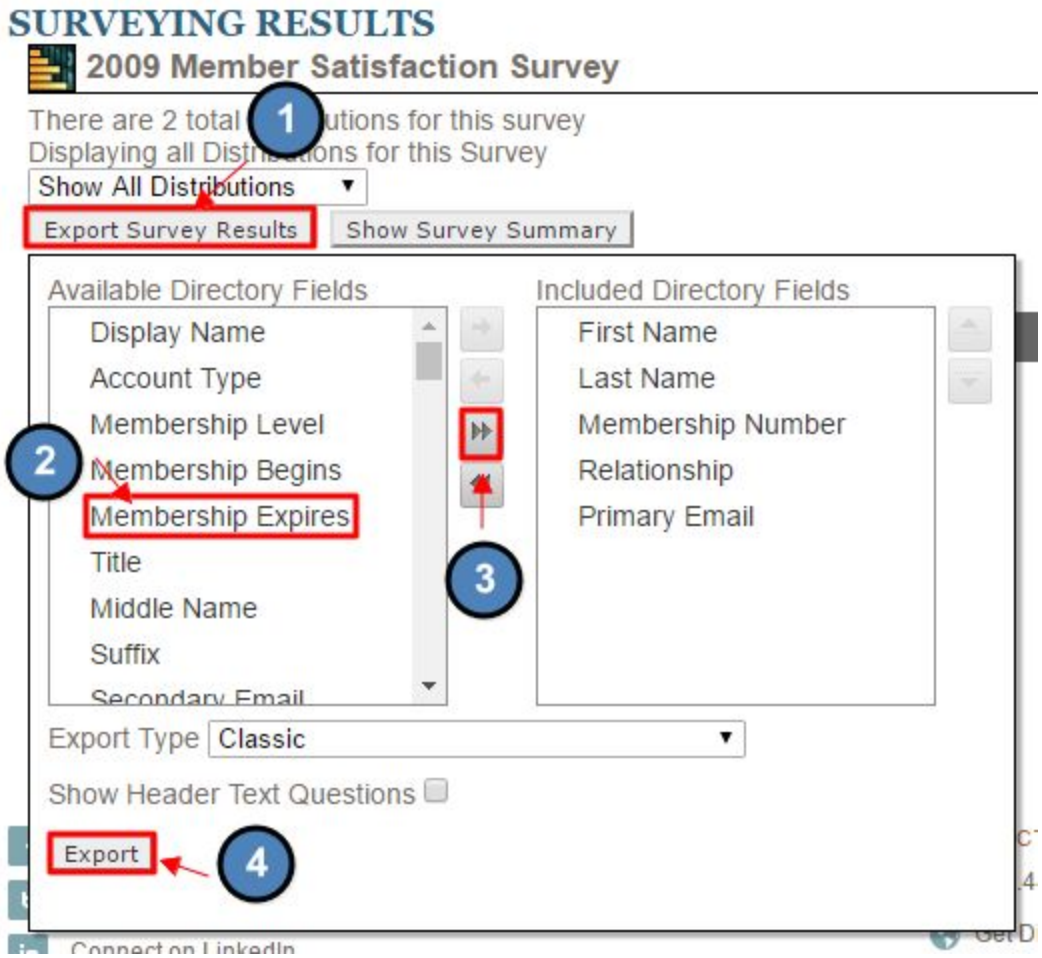
Graph Results:



Exporting Results

You can also **export survey results** by **clicking the button under the distribution select drop down on the Survey Results page**. You can then **select** what **details** about the **member** you would like to include in the **export**. Next, **select** your **Export Type:**

- Classic
- One Record Per Line, Choices Ungrouped
- One Record Per Line, Choices Grouped



You can also select the **"Show Header Text Questions" checkbox** if this information is relevant. They are **excluded by default**.

Then **click** the **Export button** and a **.CSV file** will be **downloaded** and can be opened in **Excel**.

FAQs

Q: My **survey** is **anonymous**, can I change that?

A: Yes, whether or not a **survey** is **anonymous** can be changed after it has been created and distributed, but you will need to reach out to your Support Team to have this change implemented

Q: Can my **survey** be displayed on a page, rather than sent in an email?

A: Yes! This can be done. You will need to reach out to your Support Team to create this distribution for you.

Q: Can my **survey** be open to the public?

A: No

Q: Can users take the **survey** multiple times?

A: No. A user can fill out the **survey** for a second time, but their results will not be recorded or overwritten.

Q: Why are members required to log in to the site even if the **survey** is **anonymous**?

A: Members are required to log in to the site because **surveys** cannot be accessed by the public. While the results from the **survey** will be **anonymous**, whether or not they have completed the **survey** will still be tracked.

Best Practices

1. **Surveys** are often more effective if made **anonymous,** so members can answer more honestly.
2. Try to keep **surveys** short, which will encourage members to take **surveys.** Longer **surveys** are time consuming and can be cumbersome, which can deter members from filling them out.