

Enterprise Survey Tool

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Stirling

- Stirling
 - Information Services Satisfaction Survey 2014
 - This is sent to all staff and students (~17K)
 - Previously used Blackboard course containing survey and joined all staff/students to that course
 - Email, Announcement, Screens all used to get link in 'public' domain
 - Worked well
 - Why did we switch?

IE



http://icongal.com/gallery/icon/2866/256/destroy_ie_internet_explorer

IE

- Survey contains many text boxes
 - VTBE is loaded into each text box
 - This works fine in Firefox & Chrome
 - In IE takes ~2m to load (JavaScript associated with text boxes is the problem)
 - Question: how often is the above true!
 - Stirling has IE9 as only choice in students labs and staff desktops (staff can install chrome). Please write to your MSP!
 - So...

Enterprise Surveys

- Doesn't use VTBE on text boxes
- Has page/section breaks (which would help in standard surveys/quizzes) (✓)
- Sends individual link and no login required (✓)
- Due to above can track who has completed (✓)
- And so reminders can be targeted on those that haven't completed (✓)
- Reminders can be set up when survey is created or sent whenever (✓)

Enterprise Surveys

- Positive feedback from staff/students (✓)
- Excellent response rate
 - 2011: 1347
 - 2012: 1693
 - 2013: 1319
 - 2014: 1763 (✓)
- Data is in different format (from standard surveys) (✗)
- Multiple response questions are not recorded correctly (known bug) (✗)
- ~61 Known issues (✗)

Overall

- We will be repeating the exercise next year unless IE finds a way to stop us!
- Have thought about using for Module Evaluation Survey (MEQ) but this whole area under review at University level
- Overall a positive experience (✓)

North East Scotland College

- Have been using Enterprise Surveys since last year
- Pre-workshop staff BYOD survey August 2013 (58)
- Student BYOD survey September 2013 (700)
- Staff BYOD survey October 2013 (58)
- Student Blackboard satisfaction survey April/May 2014 (9,000)
- Student BYOD follow up survey June 2014 (700)

Distribution

- Links and notifications via Blackboard and email more effective than previous methods. (✓)
- Email text can be changed from default message (✓)
- No open link can be made available for people whose email address you do not have – had to use SurveyMonkey (✗)
- Reminders only sent to those who have not completed the survey (✓)

Reporting

- For small scale surveys reporting (Pdf) is good (✗)
- Generation for larger surveys is slow - 27 minutes! (✗)
- In multi-option questions, some options not shown in Pdf (✗)
- Excel version very unfriendly many columns (✗)

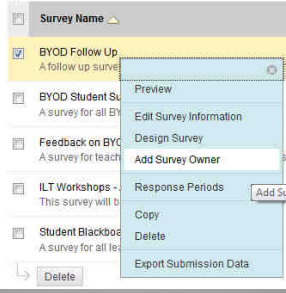
Sharing Control of Surveys

- Survey author system role (✓)

Role Name	Role ID
Community Administrator	Y
Course Administrator	C
<input checked="" type="checkbox"/> Events	Events
Goals Manager	BB_GOALS_ADMIN
Guest	U
Learning Environment Administrator	BB_LE_ADMIN
None	N
Observer	O
Support	R
Survey Author	BB_SURVEY_MANAGER

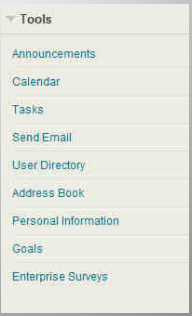
Sharing Control of Surveys

- Add Survey Owner to specific surveys(✓)

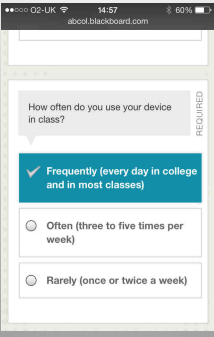


Sharing Control of Surveys

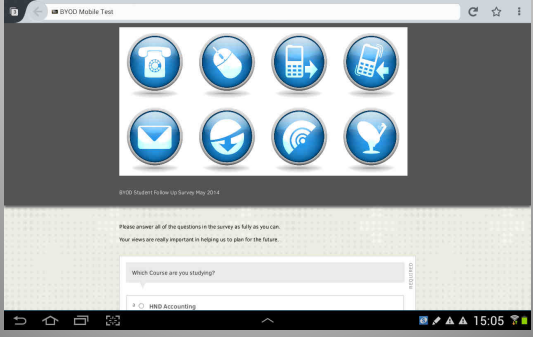
- Access via Tools Module (X)



Mobile Devices - Smartphone



Mobile Devices - Android Tablet



Overall

- Access via mobile devices works well (✓)
- We will be continuing to use Enterprise surveys
- Overall a positive experience (✓)

Finally

- Today's evaluation form will be delivered via the Enterprise Survey tool (✓)
- Any Questions?