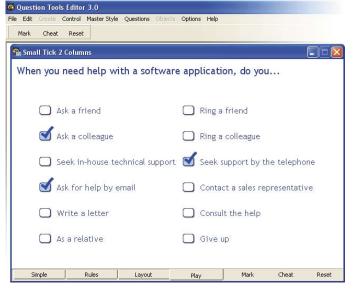
# Collecting Online Survey Data



## **Problem**

Collecting survey data is expensive. Printing and distributing the survey is costly in terms of budget and staff time. Organizing the collection of completed surveys can be time-consuming, while manual coding of responses is expensive and can introduce error. Finally, results take time to emerge, and it is difficult and sometimes impossible to obtain quick or interim analyses.



### **Solution**

Surveys can be produced to match an organizations look and style using Question Tools Editor. Surveys can be delivered using Question Tools NetSurvey across an intranet or the internet, while NetSurvey automatically collects and analyses the results. Respondents need only a web browser such as Internet Explorer. NetSurvey can host multiple surveys, and these can be easily accessed via direct links from an ordinary web site. Respondents can have free access to a survey, or access can be restricted using a username and password.

## **Outcome**

The password system, if it is used, means that surveys are only completed by those who should be consulted. An immediate and up-to-date analysis is available at any time of the day.

#### **Benefits**

- Print costs and time delay are eliminated.
- Distribution and collection costs and time delay are eliminated.
- Response coding costs and time delay are eliminated.
- Immediate results are available, including interim analyses.
- Both analyses and raw data can be quickly and easily exported to a spreadsheet for further analysis.

Question Tools NetSurvey - Mici	osoft Internet Explorer		
le <u>E</u> dit <u>View Favorites T</u> ools	<u>t</u> elp		- A
Back - 🔘 - 🗷 🗷 🍪			
dress 🙆 http://192.168.2.3/athens/uo	FN7I3DR2EW/showgroupresults.qtp?6%c		<b>≥</b> (
	Questio	n Tools NetSurvey	
190	Customer Service Quest	ionnaire	
	This is an example of a sim	ple Customer Service Questionnaire.	
Home	Number of Records: 3	Number of Records: 3	
Show All Surveys	Export: List	raw data in table	Generate
My Information			
Find/Modify Content			
Find/Modify Users			
Find/Modify User Groups	1 Customer Satisfactio	n Survey	
Create New			
Settings			
	2 How often do you spe	eak on the telephone to supp	ort staff?
Status: Logged On	More than once a week	0 0.00 %	
Default Administrator	About once a week	1 33.33 %	
Service Manager	About once a month	2 66.66 %	
Log off	Two or three times a year	0 0.00 %	
	Very occasionally	0 0.00 %	
	Never	0 0.00 %	
	No Response	0 0.00 %	
	3 How quickly is your c	all answered?	
	Very quickly	1 33.33 %	
	Quickly	1 33.33 %	
	The wait is acceptable	1 33.33 %	
	It takes too long	0 0.00 %	
	It takes far too long	0 0.00 %	
	No Response	0 0.00 %	
Ouestion Tools			
Done Done			Internet



