

Survey Video

At Bang the Table we're determined that EngagementHQ will become a one-stop-shop for your community and stakeholders to

- learn everything they need to know about your project, and
- contribute meaningful input into your projects.

We're equally determined that the backend of EngagementHQ is easy to manage and has the tools you need to analyse your feedback from both a qualitative and quantitative perspective.

Over the past few months we've added and gradually enhanced a survey tool that the community can access directly from your EngagementHQ site.

The EngagementHQ Survey is a fairly simple survey tool with a few major advantages over traditional third-party surveys.

1. First, your site visitors no longer have to leave your website to fill in the survey which means you get greater participation rates.
2. Secondly, the survey respondents still have access to all of the rich content available on your website which means that they can be better informed when framing their responses.
3. Thirdly, the survey branding is completely integrated with your corporate branding - no more ugly surveys!
4. Fourthly, you can create as many surveys as you need from any of your project pages or your consultation hub – at no extra cost!
5. Finally, not yet but very soon, the survey reports will be completely integrated with the rest of the EngagementHQ reporting and analysis functionality. This means you'll be able to do qualitative analysis onsite and track participant behaviour over time and over a number of different tools and consultations.

Let's take a look.

The Surveys are located in the sub-nav bar along with all of your other Feedback tools.

In this case there are two "live" surveys for demonstration purposes.

The participant simply clicks on the "Take this Survey" button...

And the survey appears in place on the site.

The participant fills in all of the details and then clicks the "done" button.

If they are already logged into the site, then the information is saved automatically. If they are not logged in then the Sign Up form will pop up. From here they can either Sign Up or login to their existing account.

Now let's take a look at the backend.

We'll log in as site administrators.

Now we can see the "Add new survey" button as well as the "configure", "preview" and "status" links.

The status link has three options – "launch", "relaunch", and "close".

First we'll take a look at an existing survey. We click on the "configure" link.

There are three tabs for each survey; "Title and Introduction", "Questions" and "On Completion".

The existing survey opens on the "Questions" tab.

Right at the top of the list of questions you'll find the "Add a Question" button.

Beneath it, each of the questions is listed.

The question type is also identified.

And, if the question uses a checkbox, dropdown or radio button format, the answers are also listed.

You can "edit", "hide" or "delete" any of the questions.

You can also reorder the questions or the answers to a particular question by hovering over the four headed arrow, clicking, and dragging and dropping it.

Let's edit the first question.

Click the "edit" link.

From here we can edit the text of the question.

Change the question type by using the dropdown menu – there are currently eight question types to choose from.

- Single Choice (Radio Buttons)
- Multiple Choice (Check boxes)
- Dropdown Menu
- Long form free text (Essay)
- Numerical (Number)
- Short form free text (textbox)
- Date
- File Upload

Add a note to the question - for example if your question requires a numerical answer, you can say so here.

And finally, choose whether the question is optional or compulsory.

When you're done, click the Update button.

By clicking the "Title and Introduction" tab you can

- edit the name of the survey
- edit the introductory text
- and pin the survey to the sub-navigation bar if you want to highlight it.

By clicking the "On Completion" tab you can

- edit the thank you message

- choose to receive an email notification each time a participant completes the survey
- edit the email address used to send notifications about survey completions.

You can click the “preview” link to see what the survey will look like in a pop up window.

When you are happy with your survey, click the “Done Configuring” button.

You’ll note that the survey is now “pinned” to the sub-navigation bar.

Now we’ll take a look at the reporting.

Click the “activity report” link to go through to the main quantitative report.

The survey responses can be downloaded in Excel spreadsheet format from the link at the top of the reports.

But we’ve added two new reporting options.

Scroll to the bottom of the screen.

The survey table provides an overview of the number of survey respondents as well as the number of respondents as a percentage of signed up participants on your site.

On the right there are two links, “Summary” and “Browse Responses”.

If we click “summary” an onscreen report is displayed.

The report includes:

- The number of people who responded to each question
- The number of people who ignored each question
- The number of responses to each of the possible answers for dropdown, radio button and checkbox style questions.

You can also download a PDF of the onscreen summary report or an Excel spreadsheet of the responses – including essay style responses.

If we go back to the activity report page and click the “browse responses” link, we can see the individual responses by each survey participant alongside any demographic information you have asked for as part of the sign up process.

To browse the responses you select the survey you are interested in from the dropdown menu at the top.

You can then click the “Next” and “Previous” links to browse.

You can also click the “download” link to download a PDF consolidated report of all of the responses.

And that's it.

You should be ready to launch your first surveys. If you need any help please remember you can drop us a line at any time.