ACCELERATE

<u>Accelerate Questionnaires – Instructions for Staff</u>

Contents

Overview

Accelerate Questionnaires are built in 3 steps. Each of these steps is explained in within this document.

> **Step 1** – Create the questions which will go into your questionnaire, and add them to the question bank. All questions already in the question bank will also be available for you to use.

> **Step 2** – Set up your questionnaire 'templates' and insert the questions needed into each template. These templates form the sub-sections of a questionnaire. Each will be displayed on one page, e.g. a questionnaire made up of three templates will display as Page 1 'About the lectures', Page 2 'Tutorials and Seminars' Page 3 'Assessment and Feedback', and so on.

Step 3 – Create your questionnaire. This is the largest step, and allows you to give your questionnaire a title, choose its settings, input and order your templates, add your students, preview the questionnaire and finally activate it.

With these three steps in mind, it is advisable to sketch an outline of how you want your final questionnaire to be organised before you start to create it. You could mock one up in a Word document, or print out an existing MACE questionnaire to replicate.

Creating Accelerate Questionnaires

1. Creating Questions

1. Log in to Accelerate and navigate to the questions page: Surveys tab > Questions. On this page every question that you have access to and its rating system will be viewable. You can also filter your options by words or phrases, for example 'lecture' (Fig. 1)
2. If you require additional questions to compile your template the '+Add Question' option is in the top left hand corner as shown. (Fig. 1)
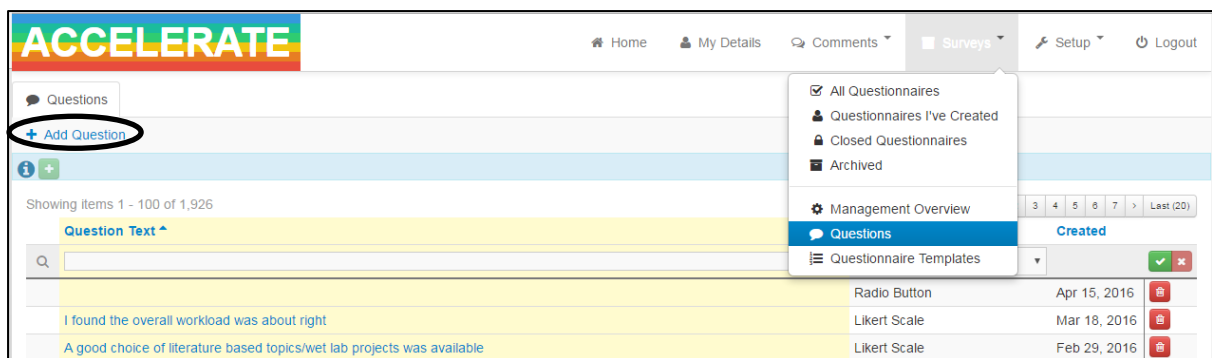

Figure 1

3. Insert your question into the 'Question Text' box. Then select the way you would like students to answer (Fig. 2):
   - Star rating (out of five)
   - Yes/No
   - Text – Short text response
   - Textarea – Large text response
   - Radio – multiple options (should not be used above 5)
   - Select response – multiple options (for long lists)
   - Likert Scale – (Definitely agree – Definitely disagree) Not Applicable is a possible response – this is the most common question type as used by the NSS.
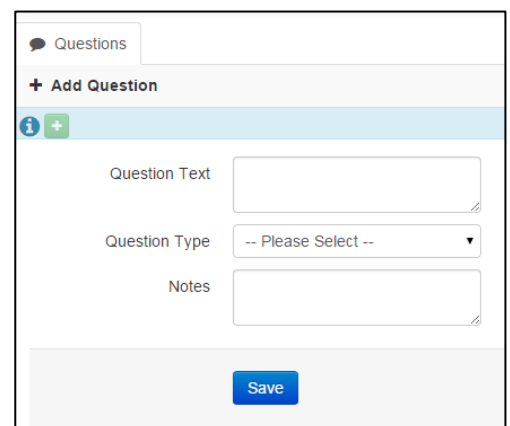   - Likert without N/A – As above but no 'Not Applicable' response available.

Figure 2

4. Save the question and it will be available to place into a template. **As questions are linked to questionnaires you should always create a new question as opposed to editing an existing one. You can check if a question appears in a questionnaire by clicking on it in the question bank.**

2. Creating Questionnaire Templates

1. To create a questionnaire template navigate from the survey tab to the 'Questionnaire Templates' option. Select '+Add Questionnaire Template'.
2. Fill out the boxes as shown, level will normally be 'Module', category will normally be 'Module feedback' and the template **must** be set to active if you wish to use it in a questionnaire. Save the template (Fig. 3).
3. Select 'Add/Edit Questions' on the following page.
4. Enter your questions, if you wish to set up a title and label above the template, such as 'Student Feedback Questionnaire' and 'Please answer the following questions to assist with improving your module' these are placed in the 'Label Title' and 'Label Text' boxes, instead of adding in a question first. Each entry in the template must be placed in the correct consecutive display order (1, 2, 3 etc.). The page number should be 1, unless you wish to spread the template over more pages. You only need to tag a question (e.g. 1, 2, 3) if it appears more than once in the same template. Choose if you want the question to be mandatory. Repeat as necessary to complete the template.

Figure 3

Figure 4

3. Create Your Questionnaire

1. Navigate from the survey tab to either the 'Questionnaires I've Created' or 'All Questionnaires' page and select '+Add Questionnaire' at the top left.
2. Fill in the title using the following style '**Module Code:** Test1234 **Module Title:** Test Module **Academic Year:** 2015/16; select the College, programme or module if applicable. 'Sync Nightly', if enabled, will automatically add students and the relevant staff member to this survey if it has the College, programme or module data in MAV, otherwise they can be added manually. You can also choose to filter by year of study if you are setting a programme or College level survey. Select the type of questionnaire (normally end of period) and its start and end date. Questionnaires are set to anonymous by default but can be set to non-anonymous if required, the survey will inform participants if it is anonymous or not. You may also choose to switch off the automatic emails that Accelerate sends 7 days and 2 days before close, to those students who haven't completed their surveys (these are set to on as a default)(Fig 5.)

Figure 5

3. At the bottom of this page is the option to 'Auto email report' (Fig 6.), 'Yes' is selected by default. If this remains selected when the survey reaches its end date a PDF report will automatically be sent to the staff members listed as 'Module Leader'. This can be checked on the left hand side of the questionnaire overview page when the questionnaire is created. Staff are pulled through the 'Personal Tutor' field on MAV so this must be kept up to date for this function to work effectively. It is also possible to CC the report to another email address that you would like to receive the PDF. **Please note that if this function is enabled anyone**

listed as a module lead will receive the report, this may not always be desirable. Never set this to active when running a programme or College level survey.

4. On the next page select 'Add/Edit Templates' (Fig. 7.1) and then select the templates that you wish to appear in this questionnaire and in which order.

Figure 6

5. Preview the survey to check that everything appears how you want it to (Fig. 7.2)
6. If 'Sync Nightly' was not used, navigate to the participants screen (Fig 7.3) and search for eligible participants with either their full name, Student ID, module code or programme. In the majority of cases the module code will be the easiest option. Select the relevant students (or select all on the page with   the checkbox in the top left hand corner),
   scroll to the bottom and select add   **1**   students. If there are 2 or more pages this
   will need to be done for each page   however, your selection on each page will
   carry over.
7. Activate the questionnaire (Fig 7.4); the system will then e-mail all applicable students when the start date is reached.

Figure 7

Upon completion and activation of the questionnaire students will be informed via e-mail that they can now submit their feedback, this is automated. Subsequent e-mails will follow 7 days and 2 days

prior to the close of the questionnaire addressed only to the students who have not completed their surveys.

Creating Multiple Questionnaires

Often you will want to set up more than one questionnaire that contains, by and large, the same questions as the first questionnaire that you have set up. Copying a questionnaire is particularly useful if you are creating questionnaires for a discipline where often multiple questionnaires will contain some, if not all of the same questions as each other.

1. Go to the questionnaire overview screen and select the 'Copy to New' button from the top options bar:

Figure 8

2. This will copy over the questionnaires details and dates, the questionnaire templates, and the participants but not their submissions. Tick the confirmation box and select continue.
3. This will take you to the new copy of the questionnaire, you will see that it is assigned to the same module/programme/College, and have the same participants.
4. Select 'Edit' from the top options bar, change the title, start and end date, synced module/programme/College (if required) and save the questionnaire.
5. If the questions are identical to the previous questionnaire then you don't need to do anymore. If different questionnaire templates are needed select 'Add/Edit Templates' on the questionnaire overview. Make sure you activate your new questionnaire and you're done. Repeat as many times as necessary.

Ad Hoc emails

Accelerate is currently capable of sending bespoke emails to survey participants. This is currently a manual process for each survey but in future we aim to allow staff to email multiple survey participants at once.

1. Sending Emails

1. To send an email to students, first select the survey that you would like to send the email for. This will bring you to the questionnaire overview screen.
2. Select the 'Emails' option from the top of the page:

3. This will take you to the email customisation page; a default message will appear for you to send/edit/delete and create a new message. Use the drop down box to select the students you wish to target, all participants, those who have not completed the survey, or those that have completed the survey. Change the subject title if you wish. Anything surrounded by two % symbols is code to reflect the survey. For instance %questionnaire.participationlink% will show to the student as the hyperlinked name of the survey. You may wish to retain these for your email.

4. If you wish to reset the email text to the default select the button at the bottom of the screen.

5. Once you are happy with your email, select send.

Generating Reports

Accelerate can generate a multitude of reports styled to fit your needs, these include PDFs, CSVs and XML. These can all be generated either singly or in bulk dependant on your requirements.

1. Single Reports

1. Exporting a single questionnaire allows you to generate a PDF, CSV, or XML. PDF exports are generated from the 'Reports' tab on the questionnaire overview page, CSV and XML exports are generated from the 'Answers' tab.
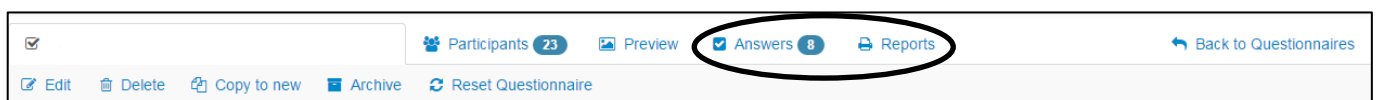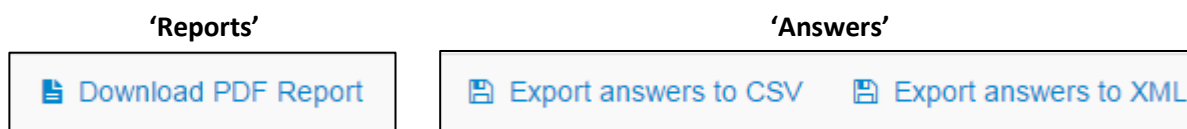
Figure 9

2. At the top left of each of these pages will be the option to generate your report in the style of your choosing as below:

'Reports'   **'Answers'**

| 📄 Download PDF Report | | 💾 Export answers to CSV   💾 Export answers to XML |

3. Once CSV or XML are selected your report will begin to download. If a PDF export has been requested you will be given further options:

- Report Title: You may choose what to title your report; this will also be the name of the downloaded file.
- Header Text: You can input header text should you so wish.
- Questions Included/Report Display: You can choose how certain answers are displayed (bar chart/pie chart) this will only occur for certain question types such as select responses, or exclude them from the report. For textarea comments you will be given the choice whether to include the full response as well as the 'Top 10 Words', solely the full responses, solely the 'Top 10 Words' or no text at all.
- Once you are satisfied click continue to generate your PDF report.

2. Multiple Reports

1. Multiple bulk reports can be created from the questionnaires that you have access to. To do this, navigate to the 'All Questionnaires' page from the 'Surveys' tab. You can then narrow down your results through the search function: 🔍
2. To select multiple reports use the checkboxes on the far left hand side, alternatively tick the checkbox on the left of the search function, this will select all questionnaires on the page. You can also select across pages.
3. Once you have selected the questionnaires you wish to export scroll to the bottom of the page, on the bottom left you will find a drop-down box that will allow you to export the questionnaires in your preferred format:

- 'Export as XML' exports the questionnaire results in a collated XML format.
- 'Export answers to CSV' exports all questionnaire results in a collated CSV format. This will be the raw numerical value that is shown on the 'Answers' tab.
- 'Generate Report PDF (Collated)' exports all questionnaire results in PDF format. The questionnaire
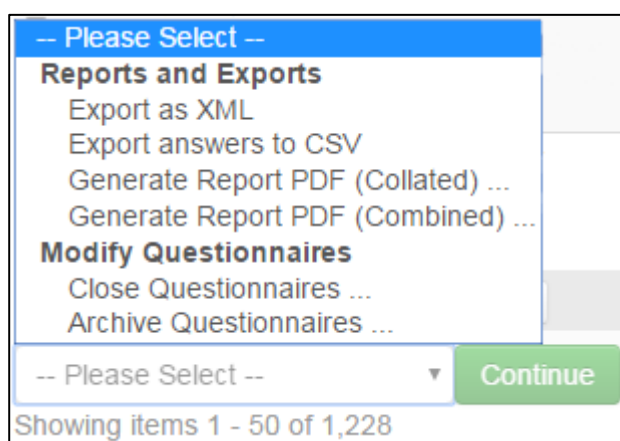

Figure 10

results will appear one after the other, separated by pages.
- 'Generate Report PDF (Combined)' exports all questionnaires selected and attempts to combine the results. It is only advisable to do this if you have selected questionnaires that contain the same questions as one another.
4. Please be aware that the more questionnaires that are selected the longer the export will take.
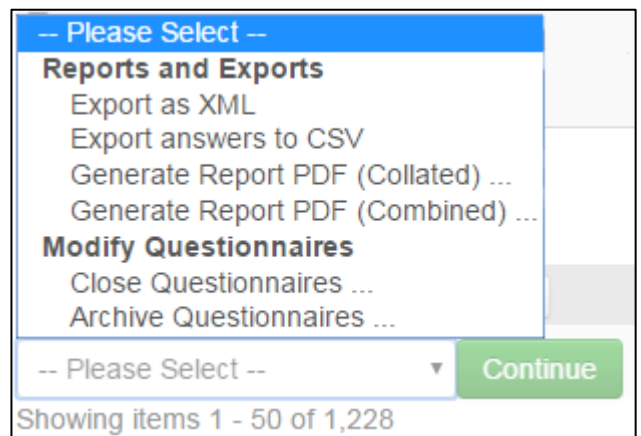
Closing and Archiving Surveys

1. Single Questionnaires

To close or archive a questionnaire, navigate to the questionnaire overview page and select the function that you wish to perform:

| ✎ Edit | 🗑 Delete | 🗐 Copy to new | ▤ Archive | ⊘ Close | ⟳ Reset Questionnaire |

2. Multiple Questionnaires

To bulk close multiple questionnaires navigate to the 'All Questionnaires' page from the 'Surveys' tab. Then using the checkboxes on the left hand side select the questionnaires that you would like to close or archive. Once selected scroll down to the bottom of the page and using the drop down list on the bottom left, select the function that you wish to perform:

-- Please Select --
Reports and Exports
  Export as XML
  Export answers to CSV
  Generate Report PDF (Collated) ...
  Generate Report PDF (Combined) ...
Modify Questionnaires
  Close Questionnaires ...
  Archive Questionnaires ...

-- Please Select -- ▼   Continue

Showing items 1 - 50 of 1,228

3. Accessing Archived/Closed Surveys

To access surveys that have been archived or closed there are two options. The first is to open up 'All Questionnaires' and use the search function to locate the questionnaire that you are looking for. Alternatively you can narrow down the questionnaires presented to you either on the 'All Questionnaires' page, or the 'Questionnaires I've Created' page by using filters at the top of the page:

☑ All Questionnaires **1291**   👤 Questionnaires I've Created **27**   ✏ Draft **90**   ✔ Ready **159**   ★ Active **30**   🔒 Closed **940**
▤ Archived **72**