

Survey Module

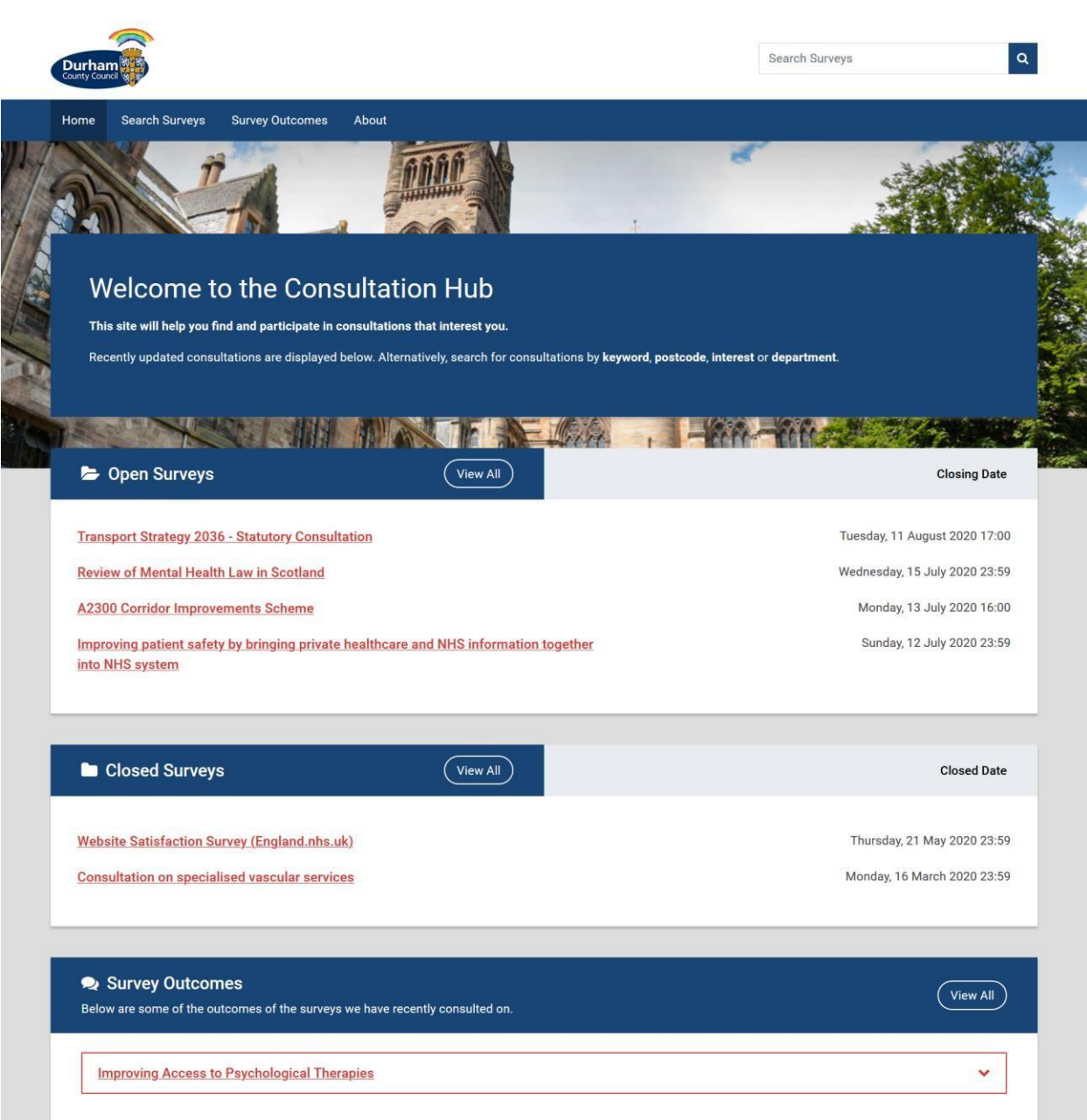
Tractivity® Help Guides

Survey Module & Engage 360

This feature allows you to create surveys, which you can push out onto a branded portal.

Each survey seamlessly integrates with Tractivity, meaning you create and capture your stakeholder feedback.

- Collect demographic data.
- Share your survey online, via social media or in email with a unique URL.
- To run alongside the Survey Module, **Engage 360** platform offers clients a branded platform, where all open surveys can be accessed. If you would like more information on Engage 360, please contact your account manager.



Durham County Council

Search Surveys

Home Search Surveys Survey Outcomes About

Welcome to the Consultation Hub

This site will help you find and participate in consultations that interest you.

Recently updated consultations are displayed below. Alternatively, search for consultations by **keyword, postcode, interest** or **department**.

Open Surveys

View All

	Closing Date
Transport Strategy 2036 - Statutory Consultation	Tuesday, 11 August 2020 17:00
Review of Mental Health Law in Scotland	Wednesday, 15 July 2020 23:59
A2300 Corridor Improvements Scheme	Monday, 13 July 2020 16:00
Improving patient safety by bringing private healthcare and NHS information together into NHS system	Sunday, 12 July 2020 23:59

Closed Surveys

View All

	Closed Date
Website Satisfaction Survey (England.nhs.uk)	Thursday, 21 May 2020 23:59
Consultation on specialised vascular services	Monday, 16 March 2020 23:59

Survey Outcomes

Below are some of the outcomes of the surveys we have recently consulted on.

View All

[Improving Access to Psychological Therapies](#)

Search for existing Surveys

1. Click **Submit** to find all Survey's already added to Tractivity.
2. Use the search boxes to find a specific survey.
3. Or **Click Add Survey** to create a new survey

Tractivity®

System Admin | Support Hub | Archive | My Settings | Log-out
Logged-in as: Vicky Adamson | Last log-in: 14:06 on 19/09/2019
You are currently viewing: Example Project

HOME CALENDAR BUILDINGS ORGANISATIONS & CONTACTS ENQUIRIES ISSUES **SURVEYS** LAND PARCELS LIBRARY DISTRIBUTION LISTS

EVENTS EMAIL MAILSHOTS REPORTS WORKFLOW

Surveys: Search

3 Add New:
- Add Survey

2 Search:
- Surveys

1

Survey Title	<input type="text"/>	Survey Status	Select options
Survey Sub Project	Select options	Survey Manager	Select options
Survey Start Date	<input type="text"/> to <input type="text"/>	Survey Close Date	<input type="text"/> to <input type="text"/>

SUBMIT **SETTINGS** CLEAR

Surveys Saved Searches (0)

No Surveys to display

Add Survey

Add Survey Screen is broken-down into six sections:

1. Survey Details

2. Dates

3. Details (switch off if you wish)

4. Survey Branding

5. Contact Details (switched off) not shown in the example

6. Survey Responses

Sections highlighted in red, can be switched of for those clients not using Engage 360, unless you wish to add additional information for read only purposes.





1

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4

6

SURVEY DETAILS	
Title *	Tractivity User Feedback Jan 2021
Sub Project	Consultation A
Phase	2. Pre Consultation Phase
Survey Manager *	Adamson, Vicky
DATES	
Start Date * (dd/mm/yyyy)	22/01/2021 12 00
Close Date * (dd/mm/yyyy)	30/04/2021 12 00
Estimated Date for Results (dd/mm/yyyy)	30/04/2021
Estimated Date for Feedback (dd/mm/yyyy)	30/07/2021
DETAILS	
Overview Content you enter here will be displayed within the survey search of the website. (500 characters max)	Feedback requested by Tractivity users.
SURVEY BRANDING	
Uploaded File	 Tractivity BANNER Feedback 
Attachment Total Size (Maximum size 10Mb)	188Kb
Primary Colour	 #d50032
Text Colour	 #111111
SURVEY RESPONSES	
Anonymous Responses * Optional allows stakeholders to choose whether they wish to provide their contact details.	No
Default Stakeholder Category * If a new contact completes this survey, they will automatically be assigned this stakeholder category.	2. Statutory Stakeholder
Request Postcode? *	Yes <input checked="" type="checkbox"/> Mandatory
Request Demographic Data?	<div>Age Range No</div> <div>Gender No</div> <div>Does gender identity match</div>

Create a Tractivity Form

1. Title – describe the survey, so other members of the team can easily identify the survey.

2.Sub Project & Phase– associate a sub project to your survey.

3.Survey Manager – auto populates to the logged in user.

4.Start/ Close Date – Choose the date and time that you wish for the survey to be available, for stakeholders to respond and a close date.

5.Estimated Date for Results & Feedback – choose a date you estimate results and feedback to be available. These two dates have been added to provide you with more reporting options.

Please note that any information marked with an * asterisk is mandatory.

1

2

3

4

5

SURVEY DETAILS			
Title *	<input type="text"/>		
Sub Project	--select-- ▼		
Phase	--select-- ▼		
Survey Manager *	Adamson, Vicky ▼		
DATES			
Start Date * (dd/mm/yyyy)	<input type="text" value="04/03/2020"/>	Not Set ▼	Not Set ▼
Close Date * (dd/mm/yyyy)	<input type="text" value="04/03/2020"/>	Not Set ▼	Not Set ▼
Estimated Date for Results (dd/mm/yyyy)	<input type="text" value="04/03/2020"/>		
Estimated Date for Feedback (dd/mm/yyyy)	<input type="text" value="04/03/2020"/>		

2



cancel Select

Capture Stakeholder Details

The following page can be viewed when previewing your survey.

Once all survey questions are answered, you will see an **Almost there! Page**, which will capture:

1. Select the anonymity of survey responses.
2. A range of demographics, including: Postcode, Age, Gender, Pregnancy, Marital Status, Disabilities, Ethnic Group, Gender, Caring Responsibilities, Sexual Orientation, Political Party and Religion.
3. Decide whether you wish to capture communication Preferences.
4. You can even include and upload your own privacy policy here.
5. We have added, I'm not a robot **captcha**, to prevent spam, junk postings or spam user accounts.

Preview this page, when previewing your survey questions.

1

Almost there!

First Name

* Mandatory

Last Name

* Mandatory

Email

* Mandatory

2

More about you...

To ensure that we treat everyone equally. It helps us to know more about the people responding to our surveys. The information you provide will not identify you as an individual.

Your postcode

Your age

Please Select --

Your ethnic group

Please Select --

Your gender

Please Select --

Your political party

Please Select --

Your religion

Please Select --

3

Communications Subscriptions

If you wish to receive communications from Tractivity, please set your preferences below.

E-Newsletters

Do not subscribe

Events

Do not subscribe

Postal

Do not subscribe

Telephone

Do not subscribe

SMS

Do not subscribe

4

Almost done...

Thank you for taking the time to complete our survey. By Clicking "Submit Survey" you give us permission to analyse and include your response in our results. Your response cannot be edited after this point.


☐

I have read, understand and agree to the [Privacy Policy](#)

5

☐

I'm not a robot



reCAPTCHA

Privacy - Terms

Capture Stakeholder Details

Select the data you wish to collect for each survey response submitted. Any question switched on will then become available for respondents to complete in the survey registration form on the last page:

- 1. Anonymous Responses** - Yes, No or Optional provides the survey participant with option of both.
- 2. Request Organisation Name?** - Yes or No, would you like the survey registration page to ask for the contacts Organisation name. You can also tick the "Mandatory" box to make this question Mandatory.

SURVEY RESPONSES		
1	Anonymous Responses * Optional allows stakeholders to choose whether they wish to provide their contact details.	<div>--select--</div>
2	Request Organisation Name? *	<div>Yes</div> <input type="checkbox"/> Mandatory
	Request Demographic Data?	<div>Job Title</div> <div>No</div> <div>Age Range</div> <div>No</div> <div>Year of Birth</div> <div>No</div> <div>Gender</div> <div>No</div> <div>Marital Status</div> <div>No</div> <div>Ethnic Group</div> <div>No</div> <div>Preferred Language</div> <div>No</div> <div>Sexual Orientation</div> <div>No</div> <div>Religion</div> <div>No</div> <div>Political Party</div> <div>No</div>
	Request Communication Preferences? *	<div>No</div>
	Request Postcode? *	<div>--select--</div>
	Display Partial Responses? *	<div>No</div>

Capture Stakeholder Details

- 1. Request Demographic Data?** - Collect and capture data about your survey participants including; Age, Ethnic Group, Gender, Political Party and Religion. You can select whether to ask participants for this information and whether it is mandatory.
- 2. Request Communication Preferences?** Do you wish to capture, or allow participants to update their preferences at the end of the survey?
- 3. Request Postcode?** capture postcode data from each survey participant. In doing so, you can see response locations from the Mapping tab, within the View Survey Screen.
- 4. Display Partial Responses?** Partial responses allow you to view and analyse unfinished surveys.

****Please Note **** Request Demographic data, will only display information recorded inside the Add Contact Screen. To record more demographic data, visit System Admin> Field Configuration> Contact.

SURVEY RESPONSES		
Anonymous Responses * <small>Optional allows stakeholders to choose whether they wish to provide their contact details.</small>	--select--	
Request Organisation Name? *	Yes <input type="checkbox"/> Mandatory	
1 Request Demographic Data?	Job Title	No
	Age Range	No
	Year of Birth	No
	Gender	No
	Marital Status	No
	Ethnic Group	No
	Preferred Language	No
	Sexual Orientation	No
	Religion	No
	Political Party	No
2 Request Communication Preferences? *	No	
3 Request Postcode? *	--select--	
4 Display Partial Responses? *	No	

Add Survey Questions

Now it's time to start building your survey questions.

1. Click - Add Questions

Client Co

1

Surveys: View Survey



Add New:

- Add Questions

Survey:

- View Survey

- Edit Survey

- Clone Survey

- Link Events






- Archive Survey

Print:

- Printable Version

Search:

- Surveys

Title	Annual Survey Responses		<div>Add Attachment</div> <div></div> <div>Drag a file here or click to select.</div>
Status	Draft		
Start Date	04/03/2020 00:00:00		
Close Date	04/03/2021 23:59:00 (365 days remaining)		
Survey Manager	Adamson, Vicky		
Sub Project	Consultation A		
Phase			
Last Edited By / Date	Adamson, Vicky - 04/03/2020		

Details

Linked Events (0)

Question Versions (0)

Confirmed Responses (0)

Unconfirmed Responses (0)

Issues (0)

Reports (0)

Attachments (0)

Mapping (0)

Survey ID

76

Estimated Date for Results

04/03/2020

Estimated Date for Feedback

04/03/2020

Anonymous Responses

Optional

Default Stakeholder Category

2. Statutory Stakeholder

Added By / Date

Adamson, Vicky - 04/03/2020

Owner Teams

Example Project: Engagement Team

Example Project: Adamson, Vicky

Contact Details

Job Title

Organisation

Email

Telephone

Overview

Why we are Consulting

What Happens Next

Displayed when a Survey is Published (Closed)

Requested Responses

Postcode

Yes - Non-Mandatory

Age Range

Yes - Non-Mandatory

Ethnic Group

Yes - Non-Mandatory

Gender

Yes - Non-Mandatory

Political Party

Yes - Non-Mandatory

Religion

Yes - Non-Mandatory

Survey Question Layout

1. **Add a survey title** - you can enter a title for your survey along with an overview description (if required).
2. **Add a page title** - available to add topic headers and descriptions *to each page of your survey*.
3. **Add a question title** - type your question here.
4. **Survey question types** - select from the dropdown.
5. **Add a page** - By default, your survey questions will be displayed on one page, but you can help prevent survey fatigue and improve your respondents' experience by breaking your survey into multiple pages. This brings us neatly on to skip logic itself, the rules direct the respondent to pages based on their answers. Taking them to a page with questions you want them to answer, or away from ones that you don't, or that may be irrelevant.

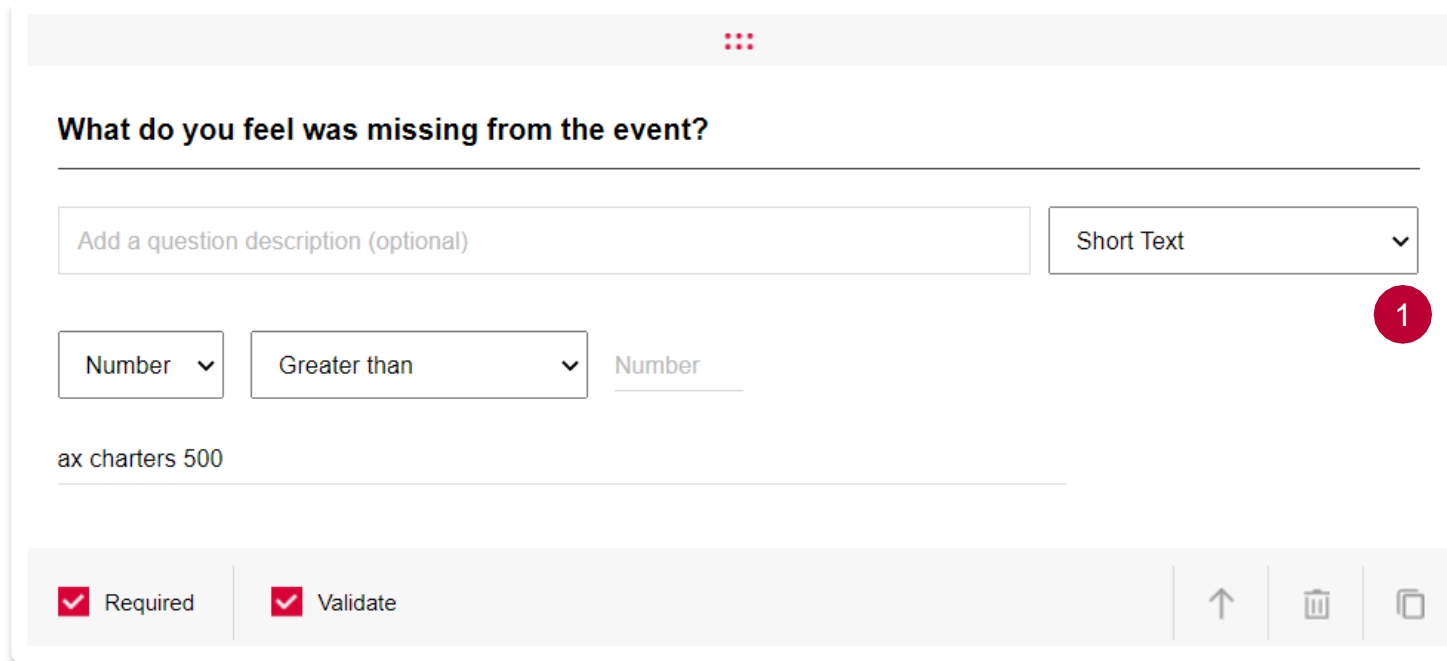
The screenshot displays the 'Survey Question Layout' interface with four numbered callouts:

- 1** Points to the 'Add a survey title' section, which includes a text input for the title and an optional text input for the survey description.
- 2** Points to the 'Add a page title' section, which includes a text input for the page title and an optional text input for the page description. The page is labeled 'Page 1 of 1'.
- 3** Points to the 'Add a question title' section, which includes a text input for the question title and an optional text input for the question description.
- 4** Points to the question type dropdown menu, which is currently set to 'Short Text'.

At the bottom of the form, there are checkboxes for 'Required' and 'Validate', and icons for deleting and duplicating the question. A black bar at the bottom contains navigation links: 'Add a question', 'Add a title', 'Add a page', 'Add Logic', and a menu icon. At the very bottom, there are buttons for 'CANCEL', 'REPORT AN ISSUE', 'SAVE & PREVIEW', and 'SAVE & EXIT'.

Short & Long Text Question Types

1. **Short & Long Text** - allow participants to answer with a free text box.
2. **Required** - compulsory to answer (available on every question type).
3. **Validate tick box** - set restrictions on the answers, such as what type of answer or how many answers/characters a respondent can provide.



The screenshot shows a configuration interface for a survey question. At the top, there is a header bar with three red dots. Below it, the question text "What do you feel was missing from the event?" is displayed. Underneath the question text is a large text input field with the placeholder "Add a question description (optional)". To the right of this field is a dropdown menu currently set to "Short Text". Below the description field are two more dropdown menus: the first is set to "Number" and the second is set to "Greater than". To the right of these is a text input field containing the word "Number". Below these fields is a text input field containing "ax characters 500". At the bottom of the interface, there is a row of controls: a "Required" checkbox (checked), a "Validate" checkbox (checked), and three icons: an upward arrow, a trash can, and a document icon. A red circle with the number "1" is positioned to the right of the "Short Text" dropdown menu.

2

3

Radio, Checkbox & Dropdown Questions

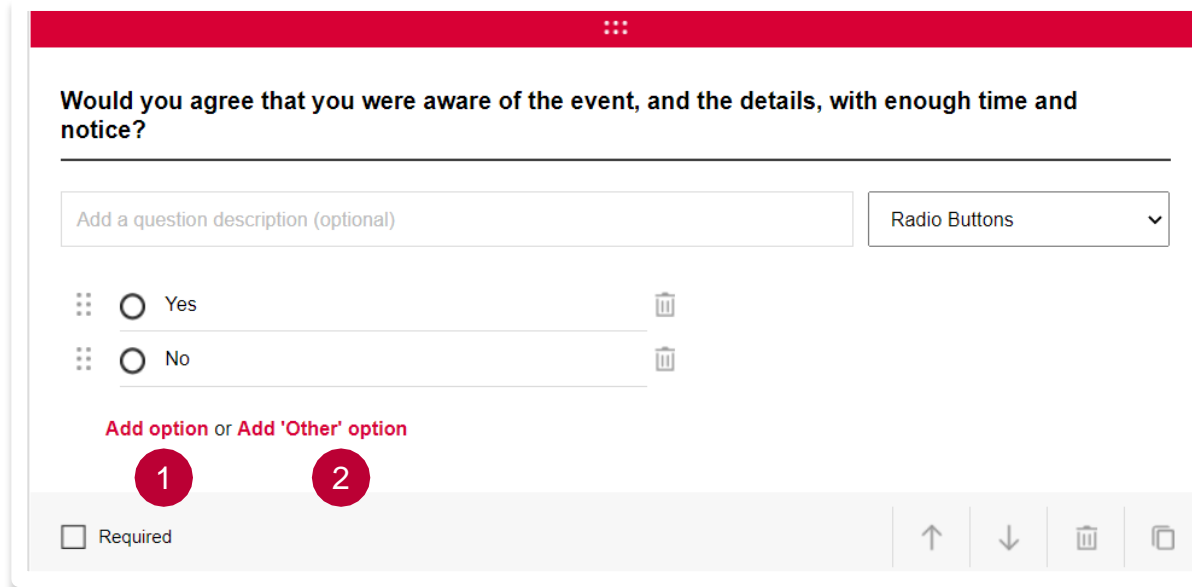
Radio Buttons - list of two or more options and the participant must only select one.

Checkboxes - multiple options can be selected.

Dropdown - a great option when your list is large and allows participant to select only one answer.

New features for these questions' types

1. **Add Option** add new answers to the list.
2. **Add 'Other Option** allows stakeholder to type an associated answer.



The screenshot shows a question editor interface. At the top, there is a red header bar with a three-dot menu icon. Below the header, the question text "Would you agree that you were aware of the event, and the details, with enough time and notice?" is displayed. Underneath the question text is a text input field with the placeholder "Add a question description (optional)" and a dropdown menu set to "Radio Buttons". Below the input field, there are two radio button options: "Yes" and "No", each with a three-dot menu icon to its left and a trash icon to its right. Below the options, there is a red text label "Add option or Add 'Other' option". Below this label, there are two red circular buttons labeled "1" and "2". At the bottom of the editor, there is a "Required" checkbox and a set of icons for moving up, moving down, deleting, and duplicating the question.

Linear Questions

Linear question type, asks for a single-response from a range or scale – great for capturing opinion.

1. **Option Values** - enter your range.
2. **Value Labels** - allows you to attach a meaning to the first and last value i.e., '1' Very Poor and '10' Excellent.
3. Example of how a question is displayed for your stakeholders.

1

In the facilitated discussion I was able to able to actively contribute to the discussions and feel my views were listened to?

Add a question description (optional)

Linear

1

5

2

First value label

Strongly Disagree

Last value label

Strongly Agree

☐ Required



3

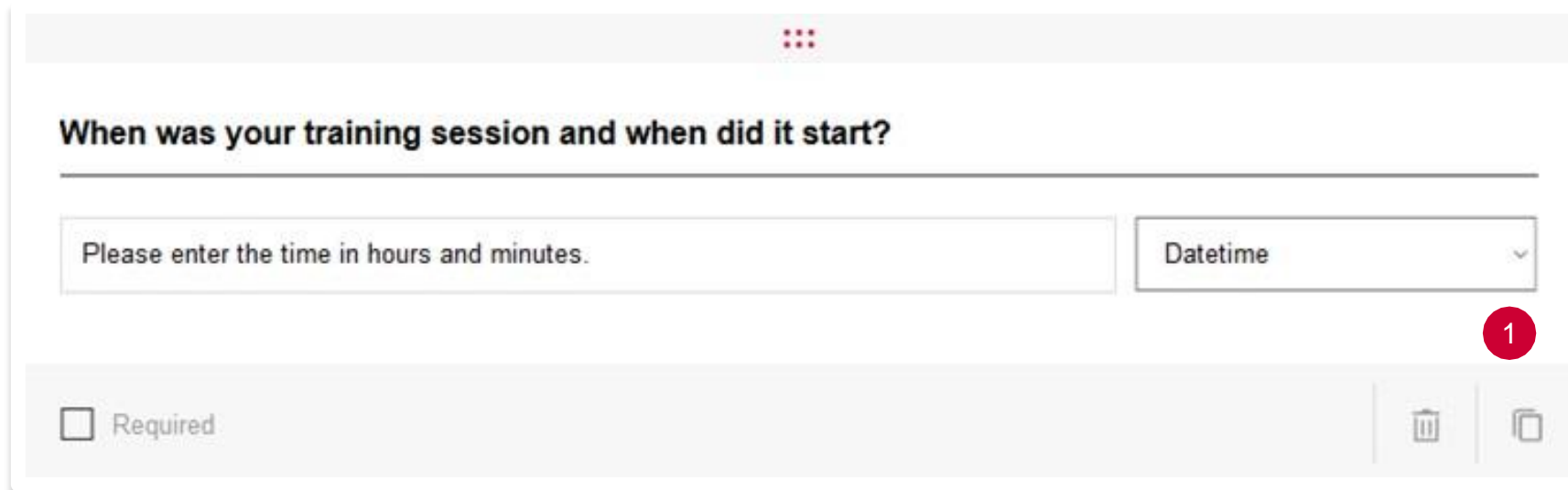
The presentation was clear and I was able to understand the content and context?

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strong Agree

Date & Time Questions

Date & Time Question type - allows a date in the format of DD/MM/YYYY and a time in the format HH:MM.

Time Question Type - asks the stakeholder to enter a time in the format HH:MM.



The screenshot shows a survey question interface. At the top, there is a header bar with three red dots. Below this, the question text "When was your training session and when did it start?" is displayed. A horizontal line separates the question from the input area. The input area consists of a text box on the left containing the placeholder text "Please enter the time in hours and minutes." and a dropdown menu on the right labeled "Datetime" with a downward arrow. A red circle with the number "1" is positioned next to the dropdown menu. At the bottom of the interface, there is a footer bar containing a checkbox labeled "Required" and two icons: a trash can and a copy icon.

Table Survey Question

Table questions allow you to combine multiple questions with the same answers. This is most useful when you need to ask multiple questions that have the same answers or rated on the same scale.

Table Survey Questions can be used for radio, checkbox and Dropdown question types.

1. **Add row** – add question
2. **Add column** – add question answer
3. Example of how your stakeholders will view question.

How satisfied were you with the following, during the event?

Add a question description (optional)

Radio Buttons - Table

Rows...

Time & Date

Accessibility

Duration

Presentation

Columns...

Very Satisfied

Satisfied

Neither Satisfied or Dissatisfied

Dissatisfied

Very Dissatisfied

1

Add row

2

Add column

☒ Require a response on each row

3

How satisfied were you with the following, during the event?

* Mandatory

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
Time & Date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Skip Logic

- **Question Logic** - diverts participants to a different page based on their answer.
- **Page Logic** - allows you to customise the way your pages are loaded as the respondent moves through a survey. For example, you might take them to pages with questions you want them to answer, or away from ones that you don't, or are irrelevant.

Skip Logic Type	Description
Question Skip Logic	Applied to a question. Lets you skip respondents to a future question or page in the survey based on the answer choice they select.
Page Logic	Applied to a page, every stakeholder that reaches the page is redirected to a specific destination later in the survey—like a later page or the end of the survey.

Question Skip Logic

The table on the right shows all your 'Skip Logic' options, and what each option does.

Page Logic Options	Description
Go to Page	This will skip respondents to the designated page. You must move respondents forward through the survey, and not backward.
Go to submit form	This will send respondents directly to the end of the survey, which will activate 'The Almost There Page' were specified demographics are collected.
Terminate	You can add a custom message so the participant understands why the survey has been terminated. Their response will be considered DISQUALIFIED when viewing/analysing responses.

Question Logic Example

To apply question logic:

Example Question

'Would you agree that you were aware of the event, and the details were enough notice'?

Yes - Go to Page 3.

No - Go to Page 2. Page 2 will ask a question on how this could have been improved.

The screenshot displays a survey editor interface with a light gray background. At the top, a red circle with the number '1' highlights the first question: "Would you agree that you were aware of the event, and the details, with enough time and notice?". Below the question is a text input field labeled "Add a question description (optional)" and a dropdown menu set to "Radio Buttons". Two radio button options are listed: "Yes" and "No", each with a trash icon to its right. Below these options is a red link that says "Add option or Add 'Other' option". At the bottom of the question card, there is a "Required" checkbox and a set of icons for moving, deleting, and duplicating the question.

A red circle with the number '2' highlights the second section, "What type of logic would you like to apply?", which has a dropdown menu set to "Question Logic". Below this is a section titled "Which question would you like to apply logic to?" with a dropdown menu showing "Would you agree that you were awa".

Below the logic configuration section, there are two rows for conditional logic. A red circle with the number '4' highlights the first row, which has "Yes" under "If the answer is..." and "Go To Page 3 - Further Comments" under "Then do the following...". A red circle with the number '5' highlights the second row, which has "No" under "If the answer is..." and "Continue To Next Page" under "Then do the following...".

At the bottom of the interface is a dark gray footer bar with icons and text for "Add a question", "Add a title", "Add a page", "Delete Logic", and a menu icon.

Cancel, Report an Issue, Preview & Save

1. **Cancel** - your survey at any time meaning no questions added here will be saved.
2. **Report an Issue** - Should you experience any problems, report the issue directly with our support team.
3. **Save & Preview** - save your changes and view a preview of the survey.
4. **Save & Exit** - save the changes and go back to the View Survey screen.

Future Events

Page 4 of 4

Add a page description (optional)

⋮

Would you be interested in attending future events?

Add a question description (optional)

Radio Buttons

⋮

☐ Yes

⋮

☐ No

Add option or Add 'Other' option

☒ Required

↑

🗑

📄

⊕ Add a question

📄 Add a title

📄 Add a page

🔗 Add Logic

⋮

✕ CANCEL

REPORT AN ISSUE

👁 SAVE & PREVIEW

➡➡ SAVE & EXIT

1

2

3

4

Preview Survey

Questions Heading , provides three options:

- **Edit Questions** - edit your survey questions at anytime.
- **Preview Questions** - view your Survey questions and the final page of your survey where you capture your Stakeholders' details.
- **Email Preview Link** - click and send an email to colleagues to review your survey questions, before the survey is live.

Surveys: View Survey

1

Survey:

- View Survey

- Edit Survey

- Clone Survey

- Link Events

- Terminate Survey

Questions:

- Edit Questions

- Preview Questions

- Email Preview Link

Communicate:

- Email Respondents

Print:

- Printable Version

Search:

- Surveys

Title	Annual Stakeholder Survey	<div>Add Attachment</div> <div><div></div></div> <div>Drag a file here or click to select.</div>
Status	Published (Retracted)	
Start Date	03/03/2020 00:00:00	
Close Date	03/03/2021 23:59:00 (359 days remaining)	
Survey Manager	Campbell, Emily	
Account Group		
Sub Project	Consultation A	
Phase	Consultation Phase	
Last Edited By / Date	Keep, Tom - 09/03/2020	
<div>PUBLISH SURVEY</div>		

Details

Linked Events (0)

Question Versions (1)

Confirmed Responses (1)

Unconfirmed Responses (2)

Issues (0)

Reports (9)

Attachments (0)

Mapping (1)

Survey ID	65	Requested Responses	
Anonymous Responses	Optional	Postcode	Yes - Non-Mandatory
Default Stakeholder Category	1. Non Statutory Stakeholder	Age Range	Yes - Non-Mandatory
Added By / Date	Campbell, Emily - 01/11/2019	Ethnic Group	Yes - Non-Mandatory
Owner Teams (Teams who may edit)	Example Project: Engagement Team Example Project: Campbell, Emily	Gender	Yes - Non-Mandatory
		Political Party	Yes - Non-Mandatory
		Religion	Yes - Non-Mandatory
Overview			
Why we are Consulting			

Publish Survey

Once you are happy with the survey questions and the dates the survey will be available, you can publish your survey.

To Publish your Survey:

1. Click **Publish Survey**.
2. Click **OK** to proceed.

Once a survey is published it will be available from the start date/time until the end date/time.

Surveys: View Survey

Survey:

- [View Survey](#)
- [Edit Survey](#)
- [Clone Survey](#)
- [Link Events](#)
- [Terminate Survey](#)

Questions:

- [Edit Questions](#)
- [Preview Questions](#)
- [Email Preview Link](#)

Print:

- [Printable Version](#)

Search:

- [Surveys](#)

Title	Annual Stakeholder Survey		Add Attachment
Status	Published (Retracted)		<p>Drag a file here or click to select.</p>
Start Date	03/03/2020 00:00:00		
Close Date	03/03/2021 23:59:00 (359 days remaining)		
Survey Manager	Campbell, Emily		
Account Group			
Sub Project	Consultation A		
Phase	Consultation Phase		
Last Edited By / Date	Keep, Tom - 09/03/2020		

1 [PUBLISH SURVEY](#)

Publish Survey



Are you sure you wish to publish this survey?

Please remember, as soon as the start date is reached stakeholders will be able to complete your survey.

OK

CANCEL

2

Share your Survey

Once your survey is published, you can share your survey with stakeholders in two ways:

- 1. Survey URL** - share your survey online on social media platforms, via email or on your website. Here you can select “View” to view a copy of your survey or select “Copy Link” to copy the URL.
- 2. Print Questions** - download your survey questions into a word document. Add your branding, or any additional information and print off and share.

Surveys: View Survey

Add New:

- Add Paper Response

Survey:

- View Survey
- Edit Survey
- Clone Survey
- Link Events
- Link to Objective
- Terminate Survey
- Questions for Analysis

Questions:

- Print Questions
- Preview Questions
- Email Preview Link

Analytics:


- Analyse Responses

Print:

- Printable Version

Search:

- Surveys

Title	Customer Satisfaction Survey		<div>Add Attachment</div> <div>  <p>Drag a file here or click to select.</p> </div>
Status	Published (Closed)		
Start Date	08/05/2023 09:00:00		
Close Date	31/05/2023 16:00:00 (182 days ago)		
Survey Manager	Martin, Kate		
Sub Project			
Phase			
Last Edited By / Date	Martin, Kate - 27/04/2023		
Survey URL	View Copy Link		

RETRACT SURVEY

PREVIEW SURVEY

Add Paper Response

You can manually input paper responses. Essentially this lets you fill out your survey, in the same way a stakeholder would.

There isn't a way to upload or import responses in bulk. There is an option to attach a scanned copy of the paper response to each submission.

**Survey:**[- View Survey](#)**Search:**[- Surveys](#)

Submission Date *	<input type="text" value="09/03/2020"/>
Scanned Survey Upload	<input type="button" value="Choose file"/> No file chosen [Permitted File Extensions ?]
Survey	Annual Stakeholder Survey Version: <input type="text" value="1"/>

Have Your Say?

Consultation A

Section 1 of 1

During the consultation, we have provided updates, on reflection, how well do you feel these were communicated?

	1	2	3	4	5	6	7	8	9	10	
Very Well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Poor

Did you read our communications?

- ☐ yes
- ☐ no
- ☐ Other

what time do feel is most effective for our communications?

 [CONTINUE](#)

Retract Survey

Once a survey has received responses, keep in mind that some participants have already responded to your survey, so any edits made there-after may affect your overall results.

To retract a survey:

1. Click **Retract Survey**
2. Type your message as you would like it to appear to your respondents who try to attempt to take the survey whilst it is temporally retracted.
3. Click **OK**.

Don't worry your survey URL will remain the same when you republish.

From the **View Survey** Screen, you will be able to see all versions of your survey. For example, if you amend your survey 5 times, 5 versions will be shown within this tab.

Surveys: View Survey

Add New:

- Add Paper Response

Survey:

- View Survey
- Edit Survey
- Clone Survey
- Link Events
- Terminate Survey

Questions:

- Print Questions
- Preview Questions
- Email Preview Link

Print:

- Printable Version

Search:

- Surveys

Title	Business Rates Satisfaction Survey 2019/20	Add Attachment
Status	Published (Open)	
Start Date	01/05/2019 09:00:00	
Close Date	13/05/2021 00:00:00 (434 days remaining)	
Survey Manager	Keep, Tom	
Sub Project		
Phase		
Last Edited By / Date		
Survey URL		

RETRACT SURVEY

Details

Linked Events (0)

Reports (0)

Attachments (0)

Current Version

Title

Green Travel Questionnaire

Previous Versions

Title	Version	Status	Last Edited Date	Respondents	Issues Tagged
Green Travel Questionnaire	1	Published (Retracted)	04/03/2020	0	0

Retract Consultation Survey

Are you sure that you would like to retract the survey?

This survey has been retracted for various reasons, we will aim to publish a new survey as soon as possible. Apologies for any inconvenience caused.

OK **CANCEL**

Survey Submission Confirmation Email

All completed survey submissions will automatically receive a Survey Submission Confirmation Email. Surveys submitted anonymously will see the below screen, providing them with the option to receive an email.

Emails includes:

- A PDF copy of their survey submission.
- Unique response reference number.
- A link to confirm survey submission.

Your response reference number is

#00002820

Please have this available if you need to contact us about your response.

Would you like an email receipt?

Your survey response has been submitted anonymously.

If you would like to receive a receipt via email containing a copy of your response, please enter your email address below and click Request Receipt.

Your email address will not be saved or used in any way other than to send this receipt.

Email

REQUEST RECEIPT

Confirmed, Unconfirmed and Partial Responses

Survey Responses are split into three tabs, shown on the halfway navigation bar:

- 1. **Confirmed Responses** - any responses who have confirmed their email address via the confirmation email.
- 2. **Unconfirmed Responses** - anonymous responses who selected not to receive the confirmation email and clicked the link inside the confirmation email.
- 3. **Partial Responses** - unfinished surveys, where one page or more has been completed.

Surveys: View Survey

Survey:

- View Survey

- Edit Survey

- Clone Survey

- Link Events

- Terminate Survey

Questions:

- Edit Questions

- Preview Questions

- Email Preview Link

Communicate:

- Email Respondents

Print:

- Printable Version

Search:

- Surveys

Title

Tractivity User Feedback Jan 2021

Status

Published (Retracted)

Start Date

22/01/2021 12:00:00

Close Date

30/04/2021 12:00:00 (87 days remaining)

Survey Manager

Adamson, Vicky

Sub Project

Consultation A

Phase

2. Pre Consultation Phase

Last Edited By / Date

Keep, Tom - 01/02/2021

PUBLISH SURVEY

Add Attachment

Drag a file here or click to select.

Details

Linked Events (0)

Question Versions (3)

Confirmed Responses (0)

Unconfirmed Responses (2)

Partial Responses (4)

Issues (0)

Reports (12)

Attachments (0)

Mapping (2)

Search by Contact, Response ID or Date

FILTER

CONFIRM RESPONSE

EXPORT RESPONSES

	Date	Version	Response ID	Contact	Questions Answered	Issues	Reviewed?	View	Archive
<input type="checkbox"/>	28/01/2021	2	#00002809	Anonymous	0/7		<input type="checkbox"/>	View	Archive
<input type="checkbox"/>	26/01/2021	1	#00002806	Anonymous	6/7		<input type="checkbox"/>	View	Archive
<input type="checkbox"/>	26/01/2021	1	#00002805	Anonymous	5/7		<input type="checkbox"/>	View	Archive
<input type="checkbox"/>	26/01/2021	1	#00002803	Anonymous	5/7		<input type="checkbox"/>	View	Archive

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0 1 2 3 4 5 6 7 8 9

Export Survey Responses

Export and view responses either, during the survey or once the survey is closed.

1. Tick which response you wish to export.
2. Click **EXPORT RESPONSES**.
3. Select your desired format and then click **OK**.

Surveys: View Survey

Add New:

- Add Paper Response

Survey:

- View Survey
- Edit Survey
- Clone Survey
- Link Events
- Terminate Survey

Questions:

- Print Questions
- Preview Questions
- Email Preview Link

Communicate:


- Email Respondents

Print:

- Printable Version

Search:

- Surveys


Title	Annual Stakeholder Survey	<p>Add Attachment</p>  <p>Drag a file here or click to select.</p>
Status	Published (Open)	
Start Date	03/03/2020 00:00:00	
Close Date	03/03/2021 23:59:00 (359 days remaining)	
Survey Manager	Campbell, Emily	
Account Group		
Sub Project	Consultation A	
Phase	Consultation Phase	
Last Edited By / Date	Keep, Tom - 09/03/2020	
Survey URL	https://re-url.uk/WQTD copy	

RETRACT SURVEY

Details | Linked Events (0) | Question Versions (1) | **Confirmed Responses (1)** | Unconfirmed Responses (2) | Issues (0)

Reports (9) | Attachments (0) | Mapping (1)

Search by Contact, Response ID or Date **FILTER** **EXPORT RESPONSES**

	Date	Version	Response ID	Contact	Questions Answered	Issues	Reviewed?	View
<input checked="" type="checkbox"/>	09/03/2020	1	#00002736	Anonymous	2/3		<input type="checkbox"/>	View

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0 1 2 3 4 5 6 7 8 9

Export Survey Responses

Format

-Select-

OK

Terminate Survey

Terminating a survey means you cannot edit or re-publish that survey in the future.

Terminating a survey, automatically removes the survey and provides a response entered by you explaining the reason for the termination.

To terminate a survey:

1. Click **Terminate Survey**.
2. Enter the reason for the termination in the text box.
3. Click **OK**.

Surveys: View Survey

Add New:

- Add Paper Response

Survey:

- View Survey
- Edit Survey
- Clone Survey
- Link Events
- Terminate Survey

Questions:

- Print Questions
- Preview Questions
- Email Preview Link

Communicate:


- Email Respondents

Print:

- Printable Version

Search:

- Surveys

Title	Annual Stakeholder Survey	Add Attachment
Status	Published (Open)	 Click a file here to select.
Start Date	03/03/2020 00:00:00	
Close Date	03/03/2021 23:59:00 (359 days remaining)	

Terminate Consultation Survey

Are you sure that you would like to retract the survey for this consultation?

This consultation has been terminated for various reasons...


OK

CANCEL

Search by Contact, Response ID or Date

FILTER

EXPORT RESPONSES

Date	Version	Response ID	Contact	Questions Answered	Issues	Reviewed?	View
<input checked="" type="checkbox"/>	09/03/2020	1	#00002736	Anonymous	2/3		<input type="checkbox"/> View

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0 1 2 3 4 5 6 7 8 9

Reviewing, tagging & exporting responses

Once a survey has reached its close date the survey will automatically be given a status of Published (Closed). You may wish to do any of the following;

1. **View** - click on this to view each survey response.
2. **Tag Issues** - to highlight and log feedback.
3. **Reviewed** - tick the survey responses you have reviewed in the check box here.

Details	Linked Events (0)	Question Versions (3)	Confirmed Responses (0)	Unconfirmed Responses (2)
Partial Responses (4)	Issues (0)	Reports (12)	Attachments (0)	Mapping (2)

<input type="text" value="Search by Contact, Response ID or Date"/> <input type="button" value="FILTER"/>					<input type="button" value="CONFIRM RESPONSE"/>		<input type="button" value="EXPORT RESPONSES"/>	
					2	3	1	
Date	Version	Response ID	Contact	Questions Answered	Issues	Reviewed?	View	Archive
<input type="checkbox"/>	28/01/2021	2	#00002809	Anonymous	0/7	<input type="checkbox"/>	View	Archive
<input type="checkbox"/>	26/01/2021	1	#00002806	Anonymous	6/7	<input checked="" type="checkbox"/>	View	Archive
<input type="checkbox"/>	26/01/2021	1	#00002805	Anonymous	5/7	<input checked="" type="checkbox"/>	View	Archive
<input type="checkbox"/>	26/01/2021	1	#00002803	Anonymous	5/7	<input checked="" type="checkbox"/>	View	Archive

All
 A
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 K
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 X
 Y
 Z
 0
 1
 2
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 6
 7
 8
 9

Survey Reports

Reports for Surveys are found inside the **View Survey** Screen on the halfway navigation bar.

There are 3 reports in the following formats titled:

1. **Responses in PDF format**
2. **Responses in Excel Format**
3. **Responses Summary in PDF format**

Each of the above reports can be viewed for; All Responses, Confirmed Responses, Unconfirmed Responses and Partial Responses.

To view a report which is in real time, please click the red **Request Report** and an email will be sent to your inbox.

Please note: the **All Responses – PDF** report will **not** be available if there are 500 or more answers for a survey.

Details	Linked Events (0)	Question Versions (3)	Confirmed Responses (0)	Unconfirmed Responses (2)	
Partial Responses (4)	Issues (0)	Reports (12)	Attachments (0)	Mapping (2)	
Title		Last Run Date / Time		Real Time	View
All Responses - PDF		29/01/2021 05:00:13		Request Report	View
Confirmed Responses - PDF		29/01/2021 05:00:03		Request Report	View
Unconfirmed Responses - PDF		29/01/2021 05:00:09		Request Report	View
Partial Responses - PDF		29/01/2021 05:00:05		Request Report	View
All Responses - Excel		29/01/2021 05:00:07		Request Report	View
Confirmed Responses - Excel		29/01/2021 05:00:11		Request Report	View
Unconfirmed Responses - Excel		29/01/2021 05:00:07		Request Report	View
Partial Responses - Excel		29/01/2021 05:00:11		Request Report	View
All Responses Summary - MS Word		29/01/2021 05:00:11		Request Report	View
Confirmed Responses Summary - MS Word		29/01/2021 05:00:08		Request Report	View
Unconfirmed Responses Summary - MS Word		29/01/2021 05:00:15		Request Report	View
Partial Responses Summary - MS Word		29/01/2021 05:00:12		Request Report	View
Filter by : All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0 1 2 3 4 5 6 7 8 9					

Surveys – Analyse Responses

Once you start receiving responses to your Survey, you can use the “Analyse Responses” functionality to help visualise your responses more clearly.

To navigate to the “Analyse Responses” page, please do the following:

- Find your chosen survey within the **Survey Search Page**.
- 1. From the “**View Survey**” screen, select “**Analyse Responses**”
- 2. You will then be taken to the “**Analyse Responses**” page.

1

Surveys: View Survey

Add New:

- [Add Paper Response](#)

Survey:

- [View Survey](#)
- [Edit Survey](#)
- [Clone Survey](#)
- [Link Events](#)
- [Link to Objective](#)
- [Terminate Survey](#)
- [Questions for Analysis](#)

Questions:

- [Print Questions](#)
- [Preview Questions](#)
- [Email Preview Link](#)

Analytics:

- [Analyse Responses](#)

Communicate:


- [Email Respondents](#)

Print:

- [Printable Version](#)

Search:

- [Surveys](#)

Title	We need your Feedback Tractivity 2023	Add Attachment
Status	Published (Open)	 <p>Drag a file here or click to select.</p>
Start Date	01/05/2023 10:00:00	
Close Date	29/02/2024 17:00:00 (91 days remaining)	
Survey Manager	Swift, Caroline	
Account Group	Comms & Engagement	
Sub Project		
Phase		
Last Edited By / Date	Martin, Kate - 24/10/2023	
Survey URL	View Copy Link	
RETRACT SURVEY		PREVIEW SURVEY

Details	Linked Events (0)	Confirmed Responses (0)	Unconfirmed Responses (16)	Partial Responses (3)
Question Versions (2)	Issues (12)	Reports (12)	Attachments (0)	

Surveys – Analyse Responses

Once in the “Analyse Responses page, you will see a number of Options available to filter your responses by:

1. **Versions** : If you have retracted your live survey and republish it, this will create a new version. You can use this to toggle between the different versions.
2. **Rules Applied – Filter** : If you select **Edit** you can filter between confirmed and unconfirmed responses.
3. **Rules Applied – Show** : This option allows you to filter by survey questions, full or partially completed responses and timeframe. You can also filter by any demographics if you have collected this as part of the survey.
4. **Save View** : As you start to filter your survey results, you may wish to view these filters regularly. Therefore, you can save multiple views and toggle between them.
5. **Saved Views** – You can use this to toggle between your saved views
6. **Apply New Rule** – This button can also be used to filter responses.
7. **Export** – This will export a copy of your responses and email it to you directly.

Surveys: Analyse Responses

Survey:

- View Survey

Analytics:

- Saved Views

Search:

- Surveys

Survey Title	We need your Feedback Tractivity 2023	
1 Versions	Version 1	
5 Saved Views	Default View (Standard rules applied)	
Rules Applied	2 Filter	
		Unconfirmed and Confirmed responses Edit Remove
	3 Show	
		All Pages, all Questions Edit Remove

6 APPLY NEW RULE

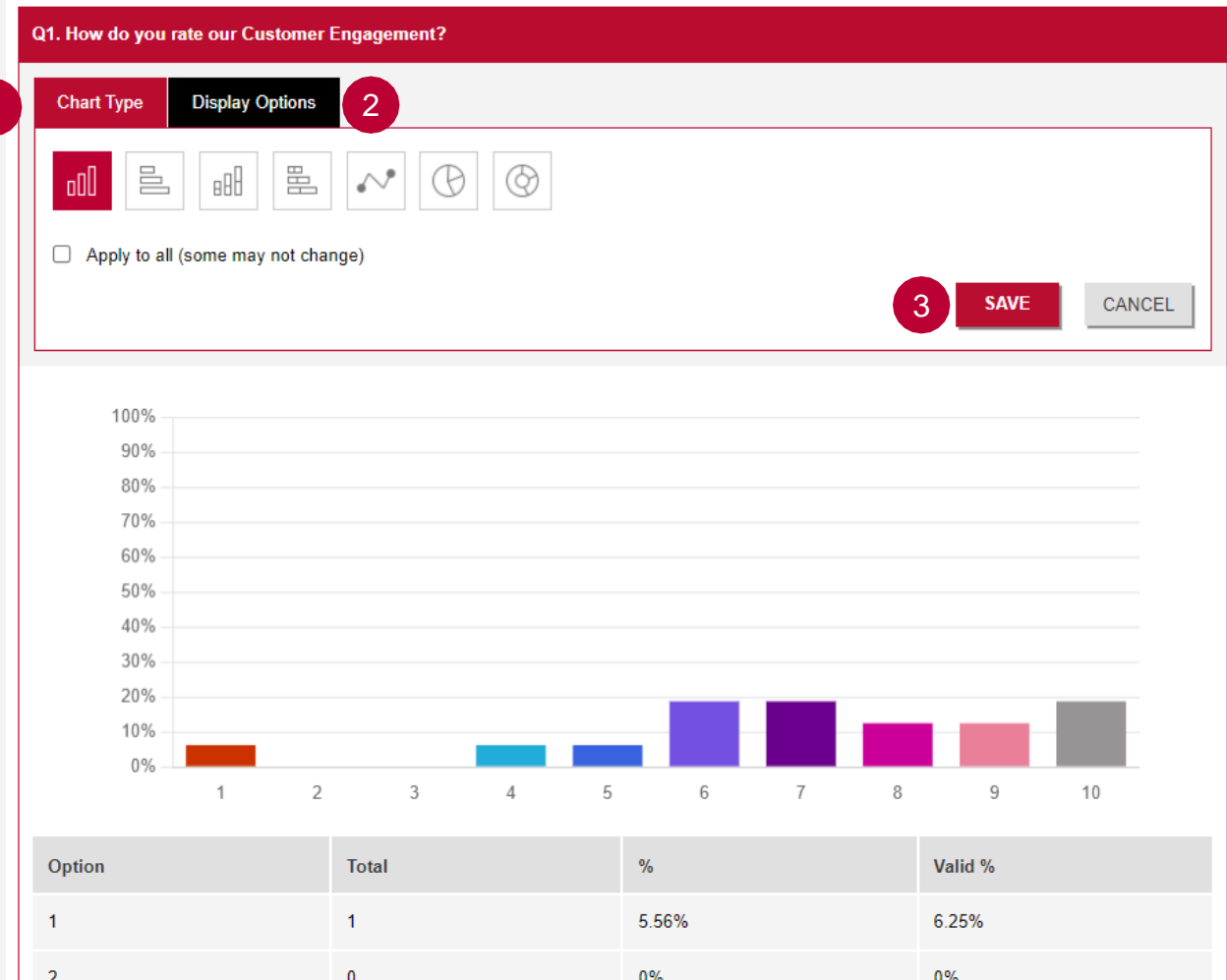
4 SAVE VIEW

7 EXPORT

Surveys – Analyse Responses

Below the initial filters box, you can also filter by the type of Chart you want to see, and the display options.

- 1. Chart Type** - You can choose between multiple graphs and charts by selecting the **Chart type** button on any question. You can also tick the **Apply to all** box if you wish for all questions to be displayed this way.
- 2. Display Options** – If you select **Display Options** on any question, you can choose to remove the chart, data table, and remove any zero-response answer choices. You can amend per question or tick the **Apply to all** box.
- 3. Save** – This will save the filters applied to your chart types and display options.



Surveys – Analyse Responses

Open-text Questions:

Please note the chart/filter functionality is only available on your multiple-choice questions.

If you have any open-text questions included in your survey, they will be displayed with the following message in the attached image.

Q2. Add any Additional Comments



No chart data available for open-ended questions



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