



Building Training Excellence

*Online Survey  
System Guide*



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# Contents

- Overview.....2**
  - System requirements ..... 2
  
- Survey Administration.....3**
  - How to login ..... 3
  - How to view recent activity..... 5
  - How to distribute surveys for completion ..... 6
    - Distribute to all respondents using one link..... 6
    - Distribute to each respondent using individual links ..... 7
    - Sample email for survey respondents..... 8
  - How to download survey responses..... 9
  
- Online Questionnaire.....10**
  - Complete the online questionnaire ..... 10
  - Save an unfinished survey ..... 11

# Overview

The Online Survey System (OSS) has been developed to help RTOs collect survey responses online and export the data for analysis and reporting.

This guide provides an overview of functionality, with step-by-step instructions on how to complete a task. This document is designed for users responsible for survey administration and completion of the online questionnaire.

The OSS is an internet based program that provides features for:

- Sending surveys to respondents for completion
- Entering and validating survey responses
- Exporting survey data for upload to the Survey Management, Analysis and Reporting Tool (SMART).

**Note** Instructions and screenshots in this manual have been produced based on a Microsoft XP environment. Appearance may differ in other environments.

If you require further assistance, contact the System Administrator at [aqtf2007@acer.edu.au](mailto:aqtf2007@acer.edu.au).

## System requirements

The Online Survey System can run on Microsoft XP and Vista, and Macintosh OS X environments.

Minimal system requirements include:

- Access to the internet
- An internet browser (e.g. Internet Explorer)
- Microsoft Excel to access the data and link files
- An email tool (e.g. Microsoft Outlook) to send survey links

# Survey Administration

This section is for users responsible for survey administration.

## How to login

To log in:

1. Open your web browser e.g. Internet Explorer
2. Type **www.acer.edu.au/aqtf/oss.html** in the address bar
3. Press **Enter** and the Login page will be displayed
4. Enter your **NTIS number**
5. Enter your **Password**

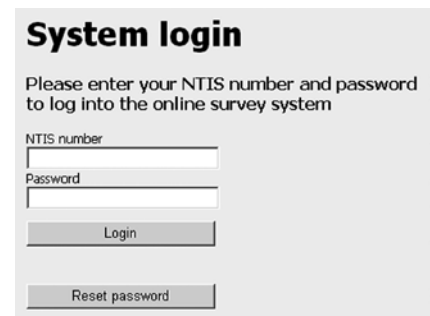
Standard security practice recommends that passwords be changed every 30 days. See *To change your password* on page 4.

6. Click **Login**.

Relevant error messages will be displayed if you are not authorised to access the online system or the login details that you entered are incorrect.

When successfully logged in, the *Survey administration* page will be displayed.

To log out, click **Log out** at the bottom of the page at any time, and you will be taken to the training.com.au website (**www.training.com.au**).



**Note** If there is no activity for 15 minutes, your session will timeout. You will be directed to login again to continue your session.

### **Don't have a login?**

Contact your System Administrator to arrange access. To find out who your System Administrator is, see the *Day2Day* contact details for your Registered Training Organisation on the NTIS website **www.ntis.gov.au**.

### **Forgotten your password?**

If you have forgotten your password, click **Reset password** in the *System login* page. See *To reset your password* on page 4.

To reset your password:

1. In the *System login* page, click **Reset password**
2. Enter your **NTIS number**
3. Enter the **Email address** stored in the NTIS database
4. Click **Reset password**.

An email will be sent to the email address entered with your login details.

Otherwise, an error will be displayed if the NTIS number is not valid, or the email address entered does not match the email address stored on the NTIS database.

Reset password

### Reset password

Please enter the following details to reset your password

NTIS number

Email address

Reset password

To change your password:

1. Click **Password management**
2. Enter your **Current password**
3. Enter your **New password**
4. Enter your new password again at **Confirm password**
5. Click **Change password**.

Click **Survey administration** at the top of the page to return to the *Survey administration* page.

Password management

Survey administration

### Password management

Please enter the following details to change your password

Current password

New password

Confirm password

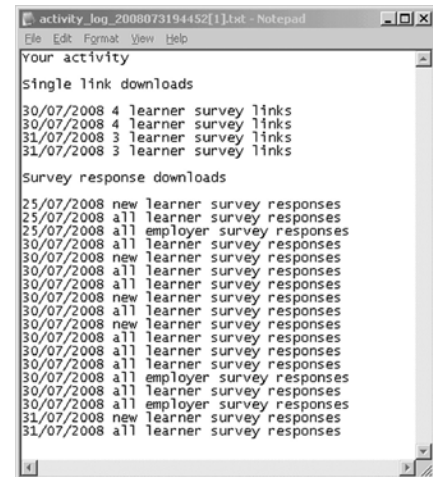
Change password

## How to view recent activity

The activity log file can be opened in any text editor. Steps below show how to open the activity file in Microsoft Excel.

To view the recent survey activity in Microsoft Excel:

1. Click **Activity log**
2. Click **Save**  
Otherwise click **Open** and the activity log is displayed in Notepad.
3. Change the *Save in* folder location and *File name* as required  
The default file name is *activity\_log\_[yyddmmddhhmm].txt*.  
The file type must remain as selected.
4. Click **Save**.
5. In Microsoft Excel, from the *File* menu, click **Open**
6. Change the *Files of type* to **All files**
7. Locate and select the file to open and click **Open**
8. Accept the default settings in the *Text Import Wizard*, and click **Finish**.  
The activity log is displayed.



## How to distribute surveys for completion

Surveys are completed online. Online addresses (or links) can be downloaded and forwarded to respondents via email.

Surveys can be completed by:

- Sending the same link to a group of respondents.
- Sending a different link to each respondent.

### *Distribute to a group of respondents using one link*

The Online Survey System allows you organise respondents into groups. There are 10 groups available for each survey type. Each group is identified by a group id.

To send the same link to a group of respondents:

1. Under *Links for multiple respondents*, copy the relevant **RTO link**

The link for each survey type and group is different.

2. Paste the link into an email (e.g. use Microsoft Outlook)

Add each recipient's email address and other message information as required. See *Sample email for survey respondents* on page 7.

3. Click **Send**.

#### **Links for multiple respondents**

<b>Survey</b>	<b>RTO link</b>
Learner Group 1	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=1">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=1</a>
Learner Group 2	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=2">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=2</a>
Learner Group 3	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=3">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=3</a>
Learner Group 4	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=4">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=4</a>
Learner Group 5	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=5">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=5</a>
Learner Group 6	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=6">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=6</a>
Learner Group 7	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=7">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=7</a>
Learner Group 8	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=8">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=8</a>
Learner Group 9	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=9">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=9</a>
Learner Group 10	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=10">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=31998&amp;gid=10</a>
Employer Group 1	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=1">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=1</a>
Employer Group 2	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=2">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=2</a>
Employer Group 3	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=3">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=3</a>
Employer Group 4	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=4">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=4</a>
Employer Group 5	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=5">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=5</a>
Employer Group 6	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=6">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=6</a>
Employer Group 7	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=7">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=7</a>
Employer Group 8	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=8">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=8</a>
Employer Group 9	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=9">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=9</a>
Employer Group 10	<a href="http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=10">http://aqtf2007.acer.edu.au/start.php?rto=2vo488uu&amp;s=59842&amp;gid=10</a>

## Distribute to each respondent using individual links

To send individual links that respondents will use:

1. Under *Links for single respondents*, select the relevant survey at **Select survey**
2. Enter the **Number of links** you require
3. Click **Download links**
4. Click **Save**
5. Change the *Save in* folder location and *File name* as required

The default file names are *Learner\_tokens\_[NTIS#].txt* and *Employer\_tokens\_[NTIS#].txt*.

The file type must remain as selected.

6. Click **Save**
7. In Microsoft Excel, from the *File* menu, click **Open**
8. Change the *Files of type* to **All files**
9. Locate and select the Learner or Employer token file to open and click **Open**
10. Accept the default settings in the *Text Import Wizard*, and click **Finish**

The links are displayed.

11. Paste the links into an email (e.g. use Microsoft Outlook)

Add the recipient's address and other message information as required. See *Sample email for survey respondents* on page 7.

12. Click **Send**.

Links for single respondents

Select survey  
Learner

Number of links (max 1000)  
20

Download links

	A	B	C	D	E	F	G	H
1	Link ID	Token						
2	1	http://aqfC007.acer.edu.au/index.php?sid=31998&token=hh7xn67cb3ve						
3	2	http://aqfC007.acer.edu.au/index.php?sid=31998&token=ftzcq4ij9b7qn						
4	3	http://aqfC007.acer.edu.au/index.php?sid=31998&token=430le7Zc9d9nagj						
5	4	http://aqfC007.acer.edu.au/index.php?sid=31998&token=2z3aq149d9f9						
6	5	http://aqfC007.acer.edu.au/index.php?sid=31998&token=5nglwkys2cklt						
7	6	http://aqfC007.acer.edu.au/index.php?sid=31998&token=62q6r1wre6btnc						
8	7	http://aqfC007.acer.edu.au/index.php?sid=31998&token=xw1e0aap0x1c0						

### Sample email for survey respondents

To: [Learner/Employer]  
Subject: [Learner/Employer] Survey

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Dear [Learner/Employer]

I invite you to take part in a survey being conducted by [TRAINING ORGANISATION] to seek your views on the quality of our education and training.

**Your feedback really counts. You can complete the survey form by clicking this link: [LQ/EQ INTERNET LINK].** If the link does not take you to the survey form, please copy and paste the link into your internet browser.

The survey is being conducted to collect feedback from employers about their training experiences. [TRAINING ORGANISATION] uses the feedback it receives from employers as part of its continuous improvement processes to ensure it provides quality training and assessment. [TRAINING ORGANISATION] must also provide a summary report of feedback from employers to its Registering Body to provide an indication of its performance. This is a condition of registration. The survey should take about 10 minutes to complete.

[MODIFY THIS PARAGRAPH IF SURVEY FORMS ARE IDENTIFIED] **Please note that your response is private and confidential.** [INSERT DETAILS ON METHOD USED TO SELECT LEARNERS/EMPLOYERS] [INSERT DETAILS ON SURVEY ADMINISTRATION] [INSERT DETAILS ON STEPS TAKEN TO ENSURE PRIVACY AND CONFIDENTIALITY OF RESPONSES] **Individual respondents will not be identified in any data or reports. Survey responses will not be linked with enrolment records.** Participation in this survey is highly valued, but voluntary. You are free to withdraw consent at any time. We will protect your anonymity and the confidentiality of your response to the fullest possible extent within the limits of the law.

If you have any questions about this survey or would like further information, please visit [www.training.com.au](http://www.training.com.au), or you may contact [REPRESENTATIVE'S NAME] at [TRAINING ORGANISATION] on [PHONE NUMBER] or [EMAIL].

Yours sincerely,

[REPRESENTATIVE'S NAME]

## How to download survey responses

Surveys that have been completed online can be downloaded.

A number of download options are available:

- Download all new responses since the last download
- Download all responses (full download).
- Download respondent identification information (match Response IDs to Tokens).

The files downloaded are in the correct format for importing to the Survey Management, Analysis and Reporting Tool (SMART).

To download and view survey responses:

1. Under *Download responses*, select the relevant survey at **Select survey**
2. Click **Download new responses** to download all new responses since the last download  
A message will be displayed if there are no new responses to download.  
Otherwise click **Download all responses** to download all responses (full download).
3. Click **Save**
4. Change the *Save in* folder location and *File name* as required  
The default file names are *[Learner/Employer]\_new\_online\_[NTIS#].txt* and *[Learner/Employer]\_all\_online\_[NTIS#].txt*  
The file type must remain as selected.

5. Click **Save**
6. In Microsoft Excel, from the *File* menu, click **Open**
7. Change the *Files of type* to **All files**
8. Locate and select the downloaded response file to open and click **Open**
9. Accept the default settings in the *Text Import Wizard*, and click **Finish**

The responses are displayed. Each response is identified by a Response Id and a Group.

### Download responses

Select survey

Learner

Download new responses

Download all responses

Download link table

	A	B	C	D	E
1	responseid	grouping	ntisnumber	LQ21	LQ23
2	47	3	999914	1	1
3	48	1	999914	1	1
4	49	1	999914	2	1
5	50	5	999914	1	2

To download and view respondent identification information:

1. Under *Download responses*, select the relevant survey at **Select survey**
2. Click **Download link table**.
3. Click **Save**
4. Change the *Save in* folder location and *File name* as required  
The file type must remain as selected.
5. Click **Save**
6. In Microsoft Excel, from the *File* menu, click **Open**
7. Change the *Files of type* to **All files**
8. Locate and select the downloaded response file to open and click **Open**
9. Accept the default settings in the *Text Import Wizard*, and click **Finish**

The Response Id is displayed with its matching Token.

## Download responses

Select survey

Learner

Download new responses

Download all responses

Download link table

	A	B
1	Response Id	Token
2	47	0c333534198a4a1
3	48	700f30d29eec616
4	49	32738bf89ce6c8a
5	50	763696d9970e410

# Online Questionnaire

This section is for users required to complete the online questionnaire.

## Complete the online questionnaire

To complete the online questionnaire:

1. Open the email sent to you by the survey administrator
2. Click on the link in the email

The link will begin with *http://aqtf2007.acer.edu.au*

If you have not received an email with this link, contact the survey administrator or appropriate representative at the training organisation.

3. If you have saved an unfinished survey:
  - Click **Load Unfinished Survey**
  - Enter your **Saved name** and **Password**
  - Click **Load Now**.

Otherwise click **Next**.

The questionnaire will be displayed ready to record your responses.

The *Learner Questionnaire* has three pages.

The *Employer Questionnaire* has one page.

Click << **prev** or **next** >> to move through the pages

4. Select or enter a response to each question
5. Click **Submit** on the last page when done

Your questionnaire will be submitted and you will be taken to the training.com.au website ([www.training.com.au](http://www.training.com.au)).

Otherwise, to finish the questionnaire another time, click **Resume Later** at the bottom of the page at any time. See *Save an unfinished survey* on page 10.



Please tell us about your training. Your feedback plays an important role in developing the quality of your education.

In this questionnaire, the term 'training' refers to learning experiences with your training organisation. The term 'trainer' refers to trainers, teachers, lecturers or instructors from your training organisation.

Provide one response to each item on the form. Leave the item blank if the statement does not apply.

Press 'next' to continue.



### Load A Previously Saved Survey

You can load a survey that you have previously saved from this screen. Type in the 'name' you used to save the survey, and the password.

Saved name:

Password:

[Return To Survey](#)

ABOUT YOUR TRAINING	Strongly Disagree	Disagree	Agree	Strongly Agree
I developed the skills expected from this training.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I identified ways to build on my current knowledge and skills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The training focused on relevant skills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I developed the knowledge expected from this training.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The training prepared me well for work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What were the BEST ASPECTS of the training?

What aspects of the training were MOST IN NEED OF IMPROVEMENT?

## Save an unfinished survey

To save an unfinished survey:

1. Open the questionnaire  
See *Complete the online questionnaire* on page 9.
2. Click **Resume Later** at the bottom of the page
3. Enter your **Name**
4. Enter a **Password**
5. Enter the password again at **Repeat Password**
6. Enter **Your Email**
7. Click **Save Now**.

An email will be sent to the email address entered with login details so the questionnaire can be completed.



### Save Your Unfinished Survey

Enter a name and password for this survey and click save below.  
Your survey will be saved using that name and password, and can be completed later by logging in with the same name and password.

If you give an email address, an email containing the details will be sent to you.

Name:

Password:

Repeat Password:

Your Email:

[Return To Survey](#)





23 February 2009