

Common E-Survey Problems and Recommended Solutions for Schools

The following table identifies common problems schools encountered while attempting to complete the Satisfaction Survey online. These problems and solutions were collected from feedback from schools. If your school has a problem not identified below, or the solution does not work, please contact AWIS at their toll-free number (1-866-558-5339).

Type of Problem		Solution
1.	How do schools access logon numbers?	Contact AWIS at 1-866-558-5339 or email at dwillock@awinfosys.com
2.	School is unable to access survey web site due to security issues or is experiencing other technical issues (e.g., survey does not display after entering logon number).	Contact AWIS at 1-866-558-5339 or email at dwillock@awinfosys.com Some security settings can block access to a broad range of external sites.
3.	School is unable to access online survey status or results reports.	Contact AWIS at 1-866-558-5339 or email at dwillock@awinfosys.com
4.	Parents don't have computers.	Any computer with Internet access can be used. For example, schools can offer their computer labs on specified evenings, or suggest public library computers.
5.	School doesn't have enough computers to facilitate students to complete the online survey.	Any computer with Internet access can be used. Students and staff can fill in the e-survey anywhere, anytime. As with parents, any computer with Internet access can be used. The e-survey site will be available to respondents for almost three months. Schools may wish to move small groups through available computers until all students and staff have had the opportunity to complete the e-survey.
6.	School has a timetable issue that does not allow all students to complete the online survey.	The e-survey only takes 5-10 minutes to complete. Students can fill in the e-survey anywhere, anytime. The e-survey site will be available to respondents for almost three months. The following document provides a list of large secondary schools that successfully administered the survey electronically to their Grades 10 and 12 students: http://www.bced.gov.bc.ca/sat_survey/e_schools_2007_.htm
7.	School experiences interrupted Internet access for an extended period of time.	The e-survey process itself will not interrupt your Internet access. However, access could be interrupted for other reasons, therefore, schools should consider starting the online survey as early as possible to ensure they are not caught with technical problems, etc. at the last minute. If access is interrupted, it is possible for respondents to return to their survey during the administration period using the same access code that they used before. Responses entered on pages prior to the interruption should be intact.
8.	School does not have high-speed Internet access.	It is not necessary to have a high-speed Internet connection in order to complete the e-survey as the amount of data that is transferred is very small. The survey site is designed to put little demand on the respondent's computer.
9.	School used same numbers for different classes, and had to redo the e-survey.	Ensure that each school student, staff member and parent have their own individual logon number. When the e-survey instructions have been provided by AWIS, this issue will be clearly addressed.
10.	School had a number of ESL parents who wished to do the survey online.	This year, as in previous years, the parent e-survey will be available in 17 languages other than English.