Shared Services Collaboration Tools Team WELCOMES YOU!

GET TO KNOW

QUALITYNET SURVEYMONKEY

Welcome!

Welcome to the Shared Services Collaboration Tools Team!
We are happy to inform you about our Shared Services tool, QualityNet SurveyMonkey, that will help you succeed in your daily work.

QualityNet SurveyMonkey

Visit QualityNet University and register for a variety of interactive training classes for each of the Shared Services Collaboration Tools.

The University is located on Confluence at: https://qnetconfluence.cms.gov/display/QU/QualityNet+University.

Here's the catalog of trainings offered.

How does QualityNet Slack benefit you?

QualityNet
SurveyMonkey

Real-time collaborative group and individual communication including file sharing, calls, and messages

How to Access

How to Access

QualityNet SurveyMonkey is HARP (HCQIS Access Roles and Profile) integrated. HARP is CCSQ's (Center for Clinical Standards & Quality's) secure identity management portal. You will need to create a HARP account in order to request access to QualityNet SurveyMonkey.

Once you have a HARP account, log into HARP at https://harp.cms.gov/ and request a user role for each individual QualityNet tool.

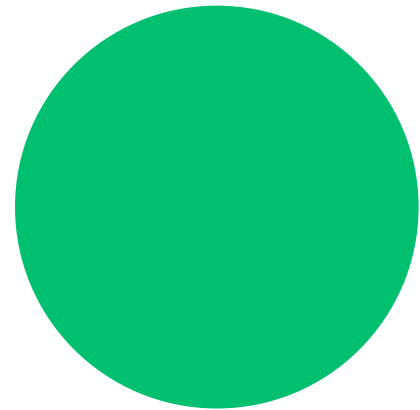Access detailed instructions for HARP registration and requesting your user roles at:
https://qnetconfluence.cms.gov/display/HS/HARP#GettingStarted

QualityNet SurveyMonkey

What is it?

QualityNet SurveyMonkey is an online survey tool that helps you create and run professional online surveys.   With SurveyMonkey, you can gather opinions and transform them into actionable data.

SurveyMonkey makes it easy to create a survey from scratch or from a template, customize it to your liking, and then preview and test before sending to your respondents.

- Easily create surveys, quizzes, and polls for any audience.
- Gather feedback via weblink, email, Confluence, Slack, and more.
- Automatically analyze your results.
- Export your results and share with others.
- Use your insights to make better, data-driven decisions.

QualityNet SurveyMonkey

How to access

Detailed instructions for requesting a QualityNet SurveyMonkey User Role, and accessing QualityNet SurveyMonkey can be found on:

- SurveyMonkey Getting Started Confluence page: https://qnetconfluence.cms.gov/display/HS/QualityNet+Survey+Monkey#GettingStarted
- Once your QualityNet SurveyMonkey User Role is approved, navigate to: https://www.surveymonkey.com/user/sso/qnetsurveymonkey/
  - Log in using your HARP/EUA User ID and Password.
  - You will be presented with the options to convert an account or create an account. Select 'Create a New Account' and enter your HARP/EUA credentials again. And you're in! (This will only need to be done the first time you access SurveyMonkey.)
  - **You will automatically have a Casual User role**.
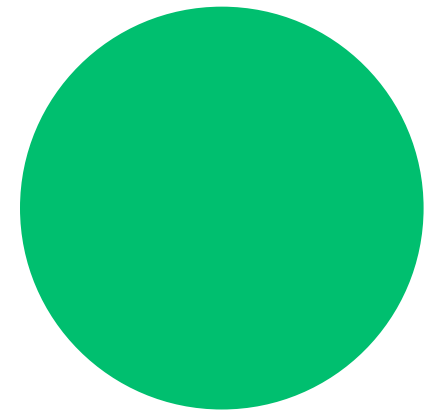
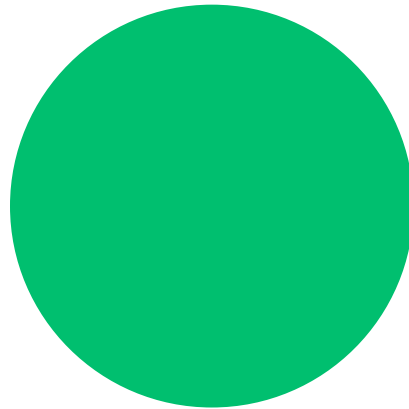# QualityNet SurveyMonkey

Navigating SurveyMonkey

- The Casual SurveyMonkey User role has surveys limited to 10 questions, 3 collectors and 100 responses.
- A collector is a way to deploy your survey and collect survey responses. Web links, email deployment, and social media are all types of collectors.
- Each deployment is counted as a collector.
  - For example, 2 different web links and an email deployment count as 3 collectors.
- Survey Questions:
  - You can include up to 10 questions per survey.
  - Questions can be copied or moved around within a survey
  - Surveys can require answers to any or all questions
  - Images can be added to any question

QualityNet SurveyMonkey

Available Survey Questions

- Date/Time
- Multiple choice
- Checkboxes
- Dropdown
- Single Textbox

QualityNet SurveyMonkey

Survey Questions <u>Not</u> Available to Casual Users

- Star ratings
- Matrix/ Rating Scale
- Ranking
- Click Map
- Comment Box
- Slider
- Matrix of Dropdown Menus
- Multiple Textboxes,
- Contact Information
- Text A/B Test
- Image A/B Test
- Logic questions

QualityNet SurveyMonkey

Survey Questions <u>Not</u> Available to Casual Users

There are specially appointed QualityNet Power users who you can work with to add the survey questions not available to you, the Casual User.

Whenever you have a need to include these functions, reach out to your team's Power User who will be able to create the more advanced survey. The most common need for a Power User's assistance is when either creating a survey with 'logic', a survey with a larger comment box, or downloading your survey data.

Note: What is a Logic question? Logic is when you send respondents to different sets of questions based on an answer. For example: Question: Do you use Jira? Response: Yes – send to one set of questions. Response: No – send to another set of questions.
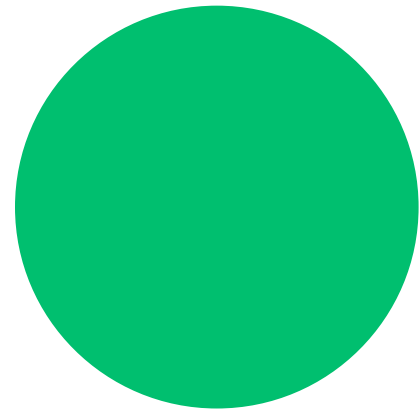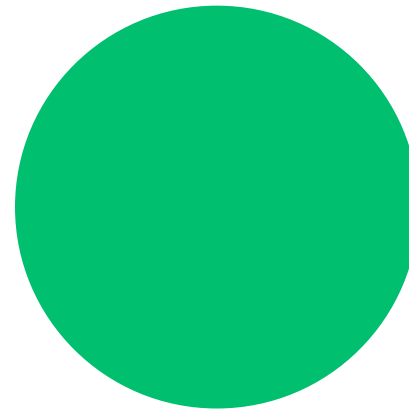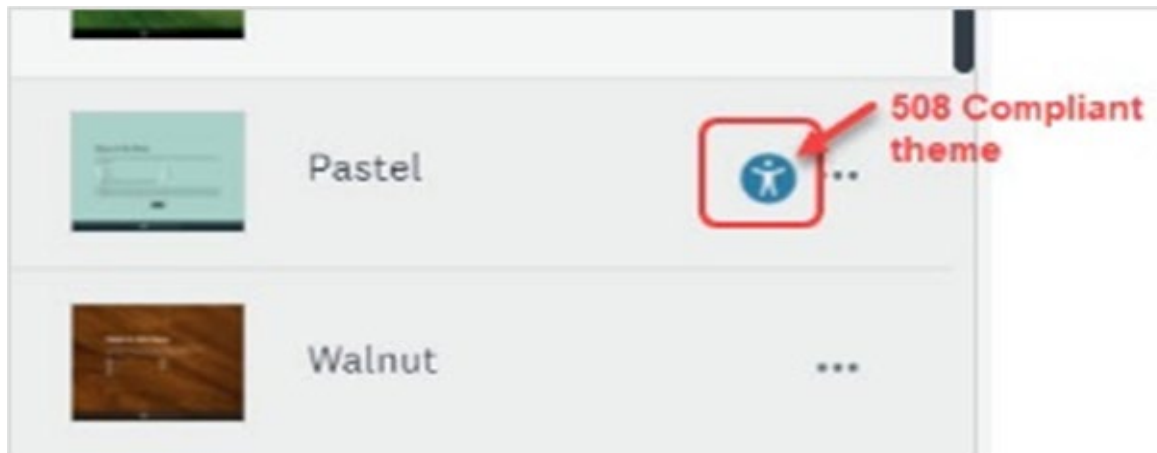
QualityNet SurveyMonkey

Templates

As a Casual User you have a variety of template themes to choose. You cannot, however, delete the SurveyMonkey logo or add your own logo/icon to a survey without the help of a Power User.

*Tip! Scroll through the standard available themes. Those that have the round blue icon next to them pass 508 accessibility standards.
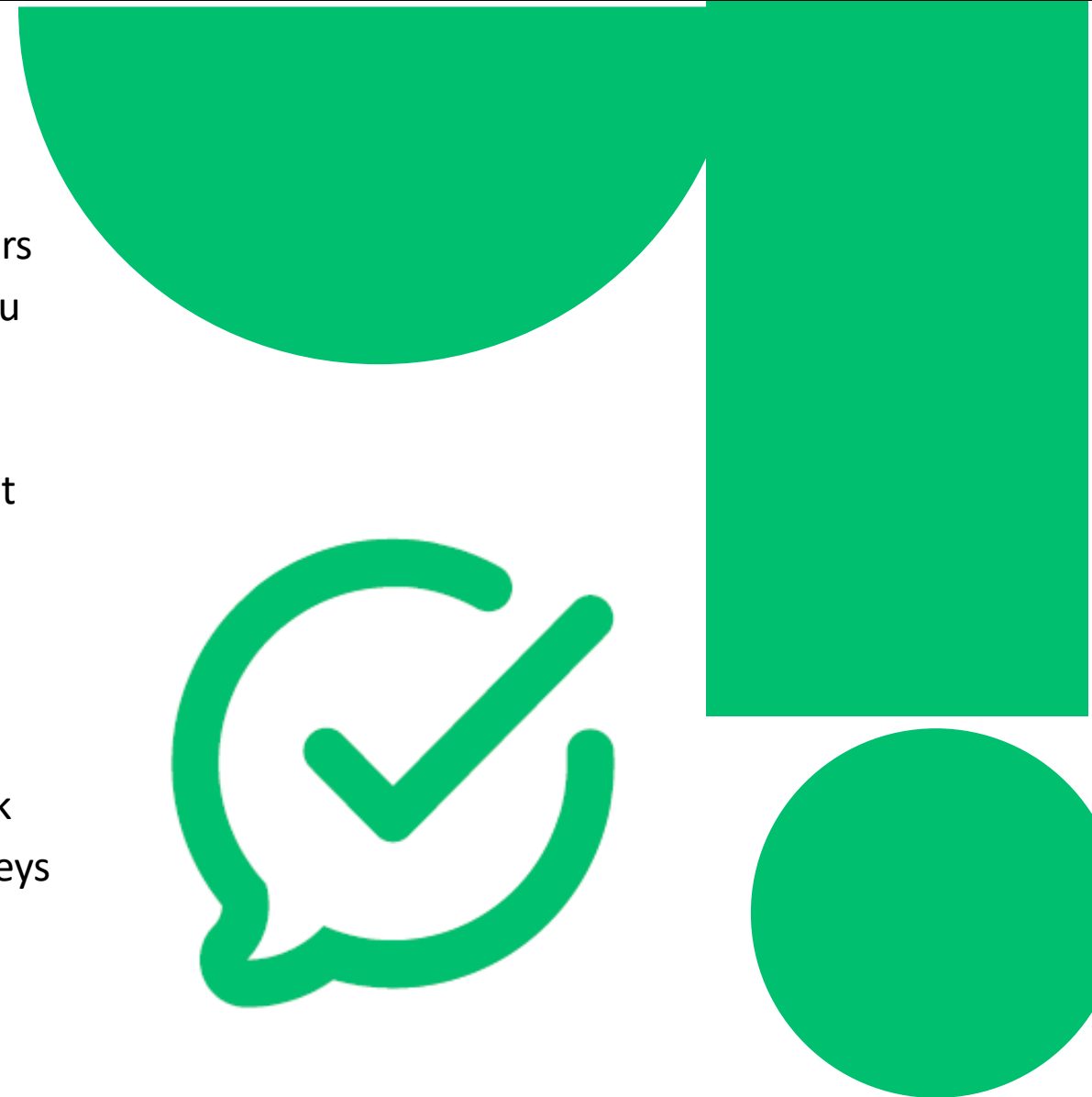
QualityNet SurveyMonkey

More Navigation Tips

Previewing Surveys

While designing your survey, you can preview to see how it appears and if it works the way you intend. SurveyMonkey will also tell you the estimated time it takes to complete for survey takers. Other team members can preview your survey and leave comments. However, they cannot go into the dashboard and help build or edit the questions.

Sharing Surveys

Sharing surveys can be done through a web link Collector. The link can be sent at different times to new groups and individuals. Surveys cannot be sent by SurveyMonkey through email, but the web link Collector can be included in your own email.

QualityNet SurveyMonkey

More Navigation Tips

Data Collection & Display

- As a Casual User, you can create bar charts, graphs and other basic SurveyMonkey Analyze features, but *not* export data, create sentiment analysis, nor use other advanced Analyze features.
- Data can be shared as a web page with a link giving viewers the option to allow commenting and to invite others to view. Data cannot be exported.

Survey Permissions

When a feature is not available, you'll see a lock next to it.
If you need additional feature permissions and capability
to create an effective survey, please reach out to the QualityNet
SurveyMonkey team for help at the **#help-surveymonkey** Slack
channel.

QualityNet SurveyMonkey

Helpful information and support can be found at:

- Training – Videos, additional resources
- The QualityNet SurveyMonkey Confluence space, https://qnetconfluence.cms.gov/display/HS/QualityNet+Survey+Monkey, providing videos, documents and more on SurveyMonkey etiquette, navigation, and troubleshooting.
- Creating a Survey with SurveyMonkey video
- Casual User Instructions for Passing Surveys to Power User document to learn how to pass your surveys on to a Power User.
- Questions or concerns? Contact the SurveyMonkey team at #help-surveymonkey.

Resources