




SurveyMonkey Casual User Capabilities

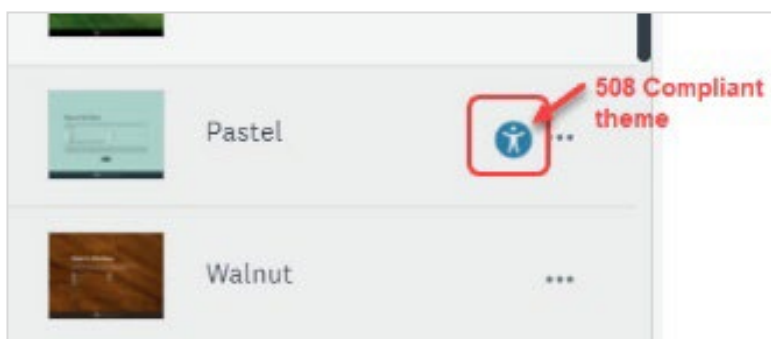
As a QualityNet SurveyMonkey Casual User you have certain capabilities and limitations. Whenever you have a need to go beyond a limitation, reach out to your team's Power User who will be able to create the more advanced survey. The most common need for a Power User's assistance is when creating a survey with 'logic', a survey with a larger comment box, and downloading your survey data.

Please refer to the *Casual User Instructions for Passing Survey to Power User* document to learn how to pass your surveys on to a Power User.

Survey Design

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.

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



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.
- The following types of questions are available:
 - Date/Time
 - Multiple choice
 - Checkboxes
 - Dropdown
 - Single Textbox

Question Types only available to Power Users

The following question types can only be inserted by a Power User:

- 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

The ability to set up Logic is only available for Power Users. Logic is when you send respondents to different sets of questions based on an answer.

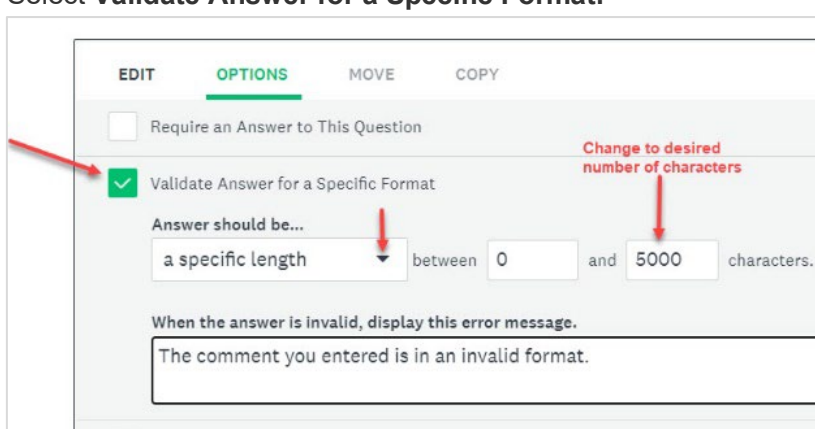
Example:

- Question: Do you use Jira?
- Response: Yes – send to one set of questions.
- Response: No – send to another set of questions.

***Tip!** How to Use the Single Textbox Question for Lengthier Responses

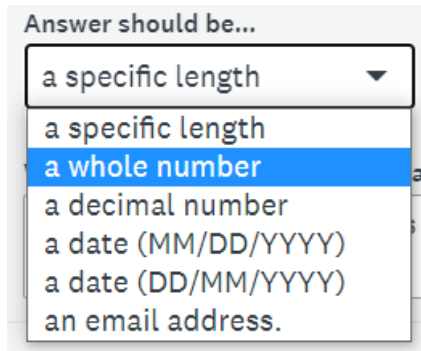
The Single Textbox question allows you to collect short open-ended answers from respondents, but you can customize the length allowed for your responses. To do that:

1. Click **Options**.
2. Select **Validate Answer for a Specific Format**.



3. Click the dropdown menu labeled **Answers should be...**

4. Select a **specific length** to require answers in a specific length or format.



5. Fill in the number of **characters** you are allowing for the response.

The Validation option also gives you the option to customize Single Textbox responses for whole numbers, decimal numbers, dates, and email addresses.

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.*

Data Collection & Display

You can create bar charts, graphs and other basic SurveyMonkey Analyze features, but not export data, create sentiment analysis, or use other advanced Analyze features. Only a Power User can export and download your data.

Casual Users can share data as a web page with a link giving viewers the option to allow commenting and to invite others to view.

Survey Permissions

When a feature is not available, you'll see a lock next to it.

Contact

If you need additional assistance to create an effective survey or need to learn who your team's Power User is, please reach out to the QualityNet SurveyMonkey team for help at [#help-surveymonkey](#).