

## Tasmanian Communities Online

# How To ... Create Feedback Forms and Surveys in AutoPublish

Feedback forms or surveys can be created with one or multiple questions and will appear as a menu item on the index page of the OAC's community website. Selecting the menu item brings up a new window with the question(s) in it and a "submit" button. When the user clicks on submit, an email is generated to the OAC (ie. [town@tco.asn.au](mailto:town@tco.asn.au)) with a copy to [tco@education.tas.gov.au](mailto:tco@education.tas.gov.au)

You can only run one feedback form or survey at a time.

To create a new survey or feedback form:

1. You must log in to OAC Admin. Look for the Feedback Form and Feedback Form Question menu items.
2. You need a feedback form before you can add questions to it, using the **Feedback Form** menu option..
  - a. The title is what will appear on the menu of your OAC's community website (keep it as short as possible)
  - b. The text you put in the Article field will form the introductory remarks of your survey or feedback form.
3. Hide the newly created feedback form by setting the Current Article Status to "Hide Article" so that users cannot access your survey/questionnaire while you are working on it. You can still add questions to a "hidden" feedback form (but you cannot add them to an archived article). Once you have added all your questions you can change the feedback form status to "show" and it will appear on your OACs website.
4. You now need to add questions to it using the **Feedback Form Question** menu option..
  - a. If you have a long questionnaire, be sure to add questions **in reverse order** (that is, work from the last question to the first question) otherwise you will add significant work in changing the sort order.
  - b. Give each Question a title (for internal use ... does not appear on website).
  - c. Choose the Feedback Form from the pulldown list to which the question is to be added.
  - d. Add your question to the Article field. Note there are four type of questions:
    - i. Yes/No radio button
    - ii. 1-2-3 radio button (choose one of three options)

**You are here : EDIT : Feedback Form**

To edit content, simply fill in the required fields and click submit.

Title \*  
OAC Opening Hours Survey

Article \*  
We are looking at chaging our opening hours. let us know what you think!

Submit Article

**You are here : ADD : Feedback Form Question**

To edit content, simply fill in the required fields and click submit.

Title (Internal) \*  
Regular user

Feedback Form to add Question to \*  
OAC Opening Hours Survey

Article \*  
Are you a regular user of the Online Access Centre?

Answer Type \*  
Yes/No Radio

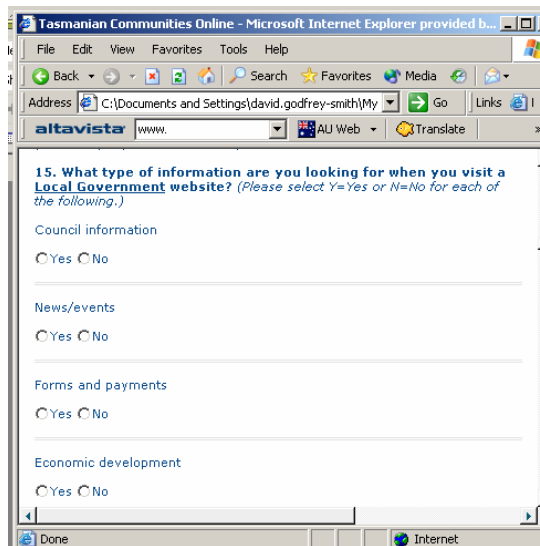
Sort Order  
1

Submit Article

- iii. 1-2-3-4-5 radio button (choose one of five options)
- iv. Plain text (respondents will have to enter text)

If you are using a 1-2-3 or 1-2-3-4-5 type, you must specify, you must specify what each number means as part of the question. For example, your question might say “Are you likely to take a course in Introduction to Computers & the Internet at the Online Access Centre in the next three months? 1 – No 2 – Maybe 3 – Yes”

- e. You must click on [submit] to upload each question. You can add as many questions as you want, and mix and match the types (ie. yes/no, 1-2-3, plain text etc.).
- f. You can have questions that appear to have multiple items, but item each is entered as a separate question. Put your question text in the first item, then just add all the other items as choices (ie. with no question or other explanatory text). For example, on the following example, four items are included under the one question ... all are separate questions in AutoPublish with only the first having explanatory text.



- g. You can edit questions after they have been added, or delete them. Once you delete a Feedback Form, all the questions attached to it will also be deleted.
  - h. When you have finished adding questions, go back to the Feedback Form article and change the Current Article Status to “Show Article” so that the form will already be activated on the index page of your community website. Check carefully to ensure it appears the way you intended (you can always set the Current Article Status back to “Hide Article” while you continue to work on the questions).
5. Note that the feedback form automatically includes an optional field for respondents to add their email address if they want to be contacted directly concerning their response. You cannot have a survey/questionnaire without the additional comments field.

6. Respondents are not required to answer all questions before they can submit (ie. all questions are optional and can be left blank. There is no way to make questions compulsory.
7. You can insert HTML into questions to create navigation links within the survey/questionnaire. For example, you may have a section of questions that you want skipped by some respondents and not by others.

- a. As part of the question you want the respondents to end up, create a name link before the question itself, eg.:

`<A HREF="Q17"></A>Question 17. What is the .....`

- b. As part of the question where you want the respondents to be able to make a decision whether to skip a section, put in a hyperlink to the named question, eg.

If you have never purchased anything online by credit card, you can skip the next section. `<U><A HREF="#Q17>Click here to jump to Question 17</A></U>`.

8. You can add documents for download (eg. .PDF of the questionnaire or a Word document with terms and conditions, privacy etc.) to a questionnaire/survey by adding HTML code. The document to be downloaded must be on a website somewhere with a fixed URL. For example,

`<U><A HREF="http://www.education.tas.gov.au/Centres/survey.pdf">Click here to download a copy of the survey</A></U>` that you can print out and complete on paper.

9. A one submission per hour limit is imposed by AutoPublish so that people cannot generate multiple responses in the same browser session.

Your finished feedback form will end up looking something like this:

**OAC Opening Hours Survey**  
We are looking at changing our opening hours. Let us know what you think!

Are you a regular user of the Online Access Centre (ie. weekly or more often)? \*

Yes  No

Should the access centre open on weekends?

1 - Either Saturday or Sunday  
2 - Both Saturday and Sunday  
3 - Not at all on weekends \*

1  2  3

What day of the week are you MOST likely to use the Online Access Centre?

1 - Monday  
2 - Tuesday  
3 - Wednesday  
4 - Thursday  
5 - Friday \*

1  2  3  4  5

Do you have any other comments about our opening hours? \*

Enter your email address if you would like us to follow up directly on your comments: