

**2017 School Satisfaction Survey for Parents and Carers**  
**Frequently Asked Questions**

**When should I complete the survey?**

The 2017 Satisfaction Survey for all parents and carers will be open from 8 to 28 August 2017.

**Who should complete the survey?**

All parents and carers with one or more students at a Canberra public school should complete the survey questionnaire. A questionnaire should be completed for each child (attending a Canberra public school) in the family.

**How do I access the online survey?**

The survey link for our school is <https://www.schoolsurvey.edu.au/s/guVQ7NkY>

To access the survey, please type the address above into your web browser. You will be asked to enter an access code. The access code was provided in the satisfaction survey letter or email. If you did not receive a letter or email for each child in your family, one additional letter can be provided for each child.

**Does the access code identify me or my child?**

A number of provisions have been made to ensure the access codes cannot be used to link survey responses to individual families. The access codes are randomly generated by the survey system and are not linked to survey responses.

**Is the survey confidential?**

Yes. Your responses will be anonymous, however, if you choose to answer the voluntary demographic questions, survey administrators may be able to identify you in some circumstances. If that is the case, your responses may be regarded as personal information and will be handled in accordance with the Territory Privacy Principles set out in the *Information Privacy Act 2014*.

**I lost or never received the satisfaction survey email/letter. Can I get a new email/letter?**

Yes. One replacement letter can be provided to parents for each of their children.

**Can I use the access code more than once?**

No. Each access code can only be used once. If you have more than one child at the school and you did not receive a letter or email (which includes the access code) for each child in your family, one additional letter can be provided for each child.

### **I only did half the survey, how do I go back to the survey to complete it?**

*School Survey does* allow you to create a password if you start the survey but don't have time to complete the survey at that time. If you have forgotten your password or you did not create a password you will need to start the survey again using a new access code. One replacement letter (with a new access code) can be provided for each child.

### **I do not have access to the internet at home or don't feel confident using the internet. How can I complete the survey?**

Parents may have the option to complete the survey online at school or they can complete a paper version of the questionnaire.

### **The URL doesn't work, what should I do?**

Please check that the survey link is correct (as stated above). Send the link above via email if possible. If you are accessing the survey from behind a firewall (or have an internet content filter) access may be restricted. Parents have the option of completing the survey at school or completing a paper version.

Please make sure you have cookies enabled and java script enabled on the computer you are using.

It may help to use a different internet browser or select the *Compatibility View* button that is located directly to the right side of the address bar next to the *Refresh* button. Collapse this imageExpand this image



If you still cannot solve the problem offer parents the option of completing the survey at school or completing a paper version.