Software help - TellUS2

TellUs2 Help

TellUs2 is a UniSAnet tool that can be used to create online surveys for a variety of data gathering purposes.

Software help - TellUs2 provides instructions on how to create and publish a survey. Access the links on the left in order and you will be guided through the correct sequence for building a TellUS2 survey.

Quick reference guide - TellUs2

You will find links in the navigation list on the left that will take you to instructions for all aspects of creating and editing surveys as well as making them accessible to respondents. You may or may not use all of this information but it is important to access the main steps in the correct sequence for creating and publishing your survey.

You will need to:

- Open TellUs2
- Create a survey
- Add categories
- Add questions
- Populate the survey
- Set security
- Publish the survey

You will find links to other aspects of TellUs2 that you may need from these main steps.

Open TellUs2

Go to TellUs2

The UniSA logon window will open.
• Enter your UniSA username and password
• Click OK

The TellUs2 window and an updates window will open.

• Read the latest TellUS2 updates.
• Close the TellUs2 Updates window by clicking the X in the top right corner of the window (as shown by the arrow in the image above).

Create survey

• Click Create/select survey as indicated by the arrow in the image above.

The Create/select survey window will open.
Click Create/select survey as indicated by the arrow in the image above.

The Create new survey window will open.

1. Enter a survey title.
2. Enter introductory text.
   
   **Note:** This text will appear at the top of the survey so you can include a greeting or contextual information about the survey.
3. Enter closing text.
   
   **Note:** This text will display after respondents have completed the survey.
4. Enter a closing URL.
   
   **Note:** This is optional. Respondents will be re-directed to this Web address after completing the survey.
5. Check box to allow students to access and complete survey at another time.
   
   **Note:** This is optional and only available to respondents with a UniSA logon.
6. Select the opening and closing dates.
7. Click Save.
The Preview survey window will open to display the survey details.

Note: The survey is currently empty as indicated by the arrow in the image above.

The next step is to create questions to add to the survey.

Manage questions

Questions are added to a bank of questions and then linked to a survey with the populate step. To help manage a large number of questions, TellUS2 allows you to create categories into which the questions are placed. You are required to create at least one category to store questions. Click the links in the navigation list under Manage Questions for instructions on adding categories and then questions.

Add category

A category is a location in which questions are stored. This makes it easier to find questions when you need to re-use them in future surveys. Categories are not visible to survey respondents so you can create categories with names that are meaningful to you in respect of organising questions.

1. Click the Manage Questions tab.
2. Click Add category.

The Add Category window will open:
1. Enter a short name for the new category.
2. Click Save.

You can now Add questions to that category.

Add questions

At least one Category must be added before questions can be added.

- Click the Manage questions tab.

The Manage questions window will open.

- Click Add questions as indicated by the arrow in the image above.

The Add questions window will open.
1. Select the category you want to add a question to.

2. Select the relevant question type.

3. Click Next.

The window will refresh.

1. Select the required option for displaying responses.

2. Enter the question.

3. Enter the answer options.

4. Click Save.
A confirmation window will open.

Note: There are five default answer options. After saving, you can View or edit questions and create additional answer options.

Once questions are created they can be added to a survey. This is referred to as populating the survey.

Add heading

Headings can be used to organise survey questions for respondents. A TellUs2 heading is simply a question type that it formatted differently with:

- larger font that is white and bold
- no question number on the left of the text.

To create a Heading:

- Click the Manage questions tab.

The Manage questions window will open.

- Click Add questions as indicated by the arrow in the image above.

The Add questions window will open.
1. Select the Category you want to add the question to.
   Note: It could be useful to add a category named “Headings” to store all headings.
2. Click the Question type drop down box
3. Select Heading text.
4. Click Next.
   The Add questions window will refresh and display the category into which you are adding the heading.

1. Add the text for the heading.
2. Click Save.
   The confirmation window will open.

   Your question has been updated successfully.

The heading will display as bold, white text within a blue border, as indicated by the arrow in the following image.
View or edit questions

Questions can be viewed or edited via the Manage questions tab.

1. Click the Manage questions tab.
2. Click the View/edit questions link.

The View/Edit questions link on the navigation bar will expand to display a list of your categories.

- Click the category which contains the question you want to view or edit as indicated by the arrow in the image above.
The window will refresh and display the questions contained within the selected category.

- Click view or edit as indicated by the arrow in the image above.

Once questions have been viewed or edited they can be added to the survey in the next step which is to populate.

**Populate**

“Populate” means linking questions in the question bank to a specific TellUs2 survey. See [add questions](#) if you haven’t yet added questions to the question bank. Click the links on the left of the screen for instructions on populating a survey and then reordering the questions.

**Populate the survey**

You can populate a survey after you have [created a survey](#) and [added questions](#) to the question bank.
1. Click the Build Survey tab.
2. Click Populate.

The Populate link will expand and display categories.

1. Click the category that contains the questions you want to populate the survey with.
2. Click the Select check box of the questions you want to use.
3. Click Submit.

The Reorder questions window will open displaying the questions selected in the previous step.
Note: If you need to select additional questions contained in another category, repeat the steps above.

You can now **reorder** the sequence of questions.

**Reorder questions**

You can reorder the sequence of questions once you have finished **populating** the survey.

**Note:** Don't try to reorder questions until all question have been added or edited and the survey is fully populated. Reordering is required every time questions are added, edited or the survey re-populated.

If you have just populated the survey, the Reorder Questions window will already be open.

If you need to re-activate the Reorder Questions window:

1. Click Populate.
2. Click the Arrange questions link.

The Reorder Questions window will open, displaying the current sequence of questions.
- Click the Clear sequence button as indicated by the arrow in the image below to clear the default order. Numbers in the Seq text boxes will be cleared.

- Type numbers in the Seq text boxes to assign the new order as shown in the image below.
Click Submit as indicated by the arrow in the image below.

Note: Click the View/test survey button to view and test the new order.
Preview

Preview replicates what respondents will see in the live survey. You can view and test the survey, reorder questions and then remove any test data you have entered.

- Click Preview in the navigation list as shown by the arrow in the below image.

The Preview window will display in a basic form, rather than the live Web view that respondents will see.
1. Click View/Test survey to replicate the live survey. For more information see View/Test Survey

2. Click Reorder questions to reorder the sequence. For more information see Reorder questions

3. Click Remove test data to remove any test data you have entered.

Note: You can only test the survey if it has NOT yet been published and the Available date has already past. Any existing test data will be automatically removed once you publish the survey.
**View/test survey**

A survey can be viewed and tested from a respondent’s perspective.

- Click View/Test survey button as indicated by the arrow in the image above.

The survey will open in a new preview window.

You can respond to the survey by answering questions and then submit your answers by clicking the Submit button as indicated by the arrow in the image below.

- Close the preview window to return to the TellUs2 window.

If you want to view the test data you can do so by clicking View Responses in the navigation list.
Dear Students,

1. What is your possible response to this question
   - ( ) resp 1
   - ( ) resp 2
   - ( ) resp 3
   - ( ) resp 4

2. Check any two
   - ( ) resp 1
   - ( ) resp 2
   - ( ) resp 3

3. Choose one
   - ( ) 1
   - ( ) 2
   - ( ) 3

4. Following are four time slots. The venue for these help sessions is F1-15/20. Please select one session which is most convenient for you.

   13 March (Tuesday), 10.00 AM - 11.00 AM

Thanks for your time
Edit details

You can edit the details of a TellUs survey.

1. Click the Build Survey tab.

2. Click Edit details.

The Edit Details window will open.

Changes can be made to all of the detail parameters:
- Edit text by deletion or overtyping.
- Select new availability dates from the drop down list.
1. Click Save details to save detail changes.
2. Click Save as new to preserve the original survey and create a copy with the new details.
3. Click Delete survey to delete the survey.
4. Click Reset to discard the changes.

Set security

By default, access to a survey is set as open. This means that anyone in the world can access and respond to the survey.

It is possible to restrict access to specific groups such as UniSA logons, staff, students and specific student groups. Security can also be set to allow access to other staff to co-author or view responses.

Click the links in the navigation list on the left for instruction on setting and editing survey security.
Set security for respondents

1. Click the Build survey tab.
2. Click Set security.

The Set security link will expand and display the Respondents and Authors or Viewers link.

- Click Respondents as shown by the arrow in the image above.

The “Set respondents” access window will open.

1. Select the group required to access the survey.
   
   Note: For more information see Access types.

2. Click Submit.
The “Set respondents” access window will open and display a confirmation that security has been updated.

Once security has been set, the survey can be published.

Add authors or viewers

1. Click the Build survey tab.
2. Click Set security.

The Set security link will expand and display the Respondents and Authors or Viewers link.

- Click Authors or Viewers as shown by the arrow in the image above
The Set authors/viewers access window will open.

1. Enter the staff member's name.
   **Note:** Only UniSA staff can be added as viewers or authors.

2. Select the Role of the staff member.

3. Click Submit.

The window will refresh and display the search result.

1. Click the check box to select the staff member.

2. Click Save.
The window will refresh and display the selected staff member as shown by the arrow in the image below.

Delete authors or viewers

1. Click the Build survey tab.
2. Click Set security.
The Set security link will expand and display the Respondents and Authors or Viewers link.

- Click the Authors or Viewers link as shown by the arrow in the image above

The Set authors/viewers access window will open.

1. Click the check box in the Delete column to select the staff member.
2. Click Submit.
The window will refresh and show that the selected staff member has been deleted.
Publish survey

A survey must be published before it can become active and be accessed by respondents.

There are two important functional aspects to consider regarding publishing a TellUs2 survey:

- Changes cannot be made to a survey after the first response is received.
- Published surveys can only be changed in the period between the survey being published and the time that the first response is received. In such cases the survey must be deactivated and then re-published after editing.

1. Click the Build survey tab.
2. Click Publish.

The Publish window will open.

- Click Publish as indicated by the arrow in the image above.

The window will refresh and confirm that the survey has been successfully published.
A link to the survey (URL) is created and will display as indicated by the arrow in the image above.

**Note:** Record the URL so that it can be sent to respondents via email or published on a Web site.

The following resources provide instructions for adding links to Web sites:

- Create external link in the navigation frame
- Create link on a course home page

### Deactivate survey

You can deactivate a survey to add and delete questions or edit survey details.

**Note:** A survey cannot be deactivate once the first response is received.

1. Click the Build survey tab.
2. Click Publish.

The Publish window will open:

- Click Deactivate as indicated by the arrow in the image above.
The window will refresh and confirm that the survey has been successfully deactivated.

Open (existing) survey

- Click Create/select survey as indicated by the arrow in the image above.

The Create/select survey window will open.

- Click Select survey as indicated by the arrow in the image above.
The Select survey window will open.

1. Click the drop down arrow.
2. Click the survey you want to open.
3. Click Select

The survey will open in the Preview window.

View responses

Responses can be viewed while the survey is active and after it has closed. They can be viewed as an on-screen graph or downloaded in an Excel spreadsheet. Instructions can be accessed by clicking the links on the left of the screen.

View graph

Open the survey

The preview window will open.

1. Click the Build survey tab.
2. Click View responses.
The View responses window will open.

- Click View graph as indicated by the arrow in the image above

Responses will display as a graph in a new View response window.

1. Total number of respondents will display.
2. Graphical and statistical information for each response in each question will display.
3. Click “print” to print responses.
4. Close the View response window to return to the TellUs2 window.
Download responses

Open the survey

The preview window will open.

1. Click the Build survey tab.
2. Click View responses.

The View responses window will open.

- Click “Download responses” as indicated by the arrow in the image above.

The Download responses window will open.

The responses (Item) are grouped in blocks of 10 as shown in the image above.

To view responses and confirm selection prior to downloading:
- Click View block items as indicated by the arrow in the image below.
The window will expand and display the questions in the block.

- Click View block items again, as indicated by the arrow in the image above, to collapse the view.
To download a block of items (questions):

- Click the required Item block as indicated by the arrow in the image above.

The File download dialogue box will open in a new window.

- Click Save as indicated by the arrow in the image above.

The Save As window will open.
1. Navigate to a folder or directory location into which the file will be saved.
2. Enter a file name.
3. Click Save.

**Example of downloaded Excel spreadsheet**

The downloaded Excel spreadsheet may look similar to the image below.

1. Question text.
2. List of respondents.
   
   Response for each option. In this example there are two possible responses Yes or No. Under the response headings (Yes/No), numeral 1 indicates that the answer option has been selected, numeral 0 indicates that the answer option has not been selected.
Frequently Asked Questions

Can I use a TellUs2 survey for online assessment?

No, you cannot as the responses recorded are anonymous and there are no security measures for submission.

Can I access and author a TellUs2 survey from my home computer?

Yes, TellUs2 is browser based software and can be accessed from your home computer.

What are categories?

Categories are used to organise and store questions in a context specific manner within the question bank. Categories are not visible to respondents.

What is a question bank?

Every question you create is stored in a central repository tied to your UniSA computer login. This is useful for reusing questions in multiple surveys.

I am co-authoring a survey but I can’t see all the categories and questions that have been created.

TellUs2 access is logon based. You can only view the categories and questions that you created as the logged-on author. If your co-author created the questions then you will not be able to view or edit them because they won't appear in "your" question bank when you are logged on.

Are the questions within categories limited to one survey only?

No. All the questions stored within categories can be shared between multiple surveys.

Are there any limits to the length of fields or questions?

Yes. On the Edit details screen the limits are:

- Title field: 500 characters
- Introductory text field: 1000 characters
- Closing text field: 1000 characters
- URL text field: 200 characters.

In regard to questions (including heading text) the limit is 1500 characters

In regard to responses to free text questions the respondents are limited to 2000 characters.

I have created a survey and also the questions but the system still shows my survey as empty.

Creating a survey and creating questions are two separate processes. The survey is created first. Questions are then created and added to the question bank (but not the survey). The questions from the question bank are entered into the survey when the survey is populated.
Can I change the sequence of questions once the survey has been populated?

Yes you can. Please see Reorder questions for instructions.

Can I add or delete questions from a survey once it is published?

Yes you can as long as no responses have been received. You need to deactivate the survey first and add or edit questions and then add them to the survey by populating. Then you can re-publish the changed survey.

I have published my survey and there are responses to it but I have noticed an error within the survey. How do I rectify it?

Technically there is no way to fix the error as the survey is locked for editing as soon as the first response is submitted. The following "work-around" is a possible solution:

- Change the availability of the survey to a past date so that it is no longer available to your respondents. Deactivate will not work as there are responses to the survey.
- Save the survey as a New Survey with a slightly different name. This is a copy of the original survey.
- Edit the questions in the new survey.
- Publish the new survey. The URL of the new survey is not the same as the original. You need to resend the new URL to respondents.

My respondents are globally located. Can they still respond to my survey?

Yes, please see security for more details.

Can I obtain a record of the survey responses?

Yes, you can. You can either view responses as a graph or download them to your computer as an Excel spreadsheet. Please see View Responses for more help.

Support

Help
Contact the learnonline Help Desk team for support using TellUs2

- Phone: learnonline Help 20900
- Email: learnonline Help (mailto:learnonlinehelp@unisa.edu.au)

Technical problems
Log a service call for TellUS2 technical problems with the IT Help Desk by:

- Phone: IT Help Desk 25000
- Email: IT Help Desk (mailto:ITHELPDESK@unisa.edu.au)