2008 Archive: Key Survey News & Updates

17/12/08 - Service Update

The Key Survey upgrade was completed successfully at 2:50pm, 17 December, 2008.

If you experience any problems with the software after this upgrade please contact survey-dec@qut.edu.au.

17/12/08 - Service Update

The Key Survey software is being upgraded to a new and improved version. Therefore the service will be unavailable for up to one hour between 2pm and 3pm, Wednesday, 17 December.

For more information please contact survey-dec@qut.edu.au.

17/12/08 - Service Update

Unfortunately there have been some ongoing delays with getting the Key Survey account request and survey launch request forms migrated to the production server, and therefore the forms are still only available to staff and not students. We are hoping to have the forms available before Christmas, however due to staff shortages around this time of year, there is still the possibility of more delays.

We are working to make the forms, and therefore the Key Survey software available to students ASAP.

For more information please contact survey-dec@qut.edu.au.

19/11/08 - Service Update

The Key Survey software has been stable for some time during the pilot stage and we are now comfortable adding extra users onto the system.

You are now able to apply for Key Survey accounts using an online account request form. At this stage only QUT staff members (as opposed to staff and students) are able to access the form. Within the next two weeks the service will also be made available to students.

A QUT Online Survey Software website is now also available to provide support for the Key Survey software and to a lesser extent general survey activities. This site hosts things such as Key Survey documentation, conditions of use, FAQ, service updates and also access to online forms for the launching of surveys and the establishment of your Key Survey account. Eventually we hope to also include other information such as advice on general survey development. The website is still under development and will be fleshed out further in the coming weeks.

The various processes and conditions for the use of the Key Survey software, account applications
and the launching of surveys are also available on the website.

The QUT Online Survey Software website can be found here: [http://survey.qut.edu.au](http://survey.qut.edu.au)
Please follow the links to access the account request form.

**Please note:** At this initial stage, in order to reduce the flood of people applying for Key Survey accounts, and to ensure the processes we have put in place are sufficient and perform as expected, we are only offering accounts to **members of the survey-users interest group**. After we are confident that the system is running smoothly, then we will advertise the service availability to the wider QUT community.

**Known Issues**

- The online forms for applying for accounts and requesting launch of surveys are currently only accessible to QUT staff members. This is expected to be fixed within the next two weeks.
- The website is still under development and some of the pages are not yet complete.

If you have any questions or problems accessing the website or the online forms, please send an email to [survey-dec@qut.edu.au](mailto:survey-dec@qut.edu.au) and we will respond as quickly as possible.