2011 Archive: Key Survey News & Updates

16/12/2011 - Limited Service Has Begun

Please note that Key Survey's period of "Limited Service" will begin this afternoon and end on Monday 16th January 2012 (inclusive).

You can find more information about this on the Public Holiday Trading Hours and Key Survey Status Description pages.

- During "Limited Service" all services relating to Key Survey will be restricted to "Survey Activation Requests" only.
- The system itself will continue to run and be periodically monitored.
- Complex questions, consultation requests and new account creations will not be processed until "Limited Service" is over.

NOTE: During Christmas week (23rd December 12:00 noon - 2nd January) all university services will be completely closed.

- Please SMS our emergency contact (0410 403 481) with the following message "Key Survey Technical Issue - Please check system" only in emergency situations e.g.:
  - I keep getting "Page Not Found" errors while trying to access the system.
  - I keep getting "Page is unavailable" messages even after waiting.
  - Most or all of my respondents cannot access my survey due to messages like the ones mentioned above.

If you have any queries or issues, please email them to Survey-DEC.

13/12/2011 - Notice: Potential Key Survey Users

If you are thinking about applying for a new Key Survey account and wish to have one before the Christmas holidays, please post your "New Survey Account Request" BY COB 16th December 2011.

The Key Survey system will be going through a period of "Limited Service" and "Public Holiday Trading" from the 19th December - 16th January 2012 (inclusive) and new account requests will not be processed until this period is over.
05/12/2011 - Reminder: Limited Service

A reminder has just been sent to inform all users that Key Survey will be going through a period of "Limited Service" and "Public Holiday Trading" from the 19th December - 16th January 2012.

You can find more information about this on the Public Holiday Trading Hours and Key Survey Status Description pages.

- During "Limited Service" all services relating to Key Survey will be restricted to "Survey Activation Requests" only.
- During Christmas Week ("Public Holiday Trading") no services will be available except technical support if serious issues arise.
- The system itself will continue to run and be periodically monitored.
- Complex questions, consultation requests and new account creations will not be processed until "Limited Service" is over.

If you have any queries or issues please contact the Survey-DEC before "Limited Service" begins to receive full support.

21/10/2011 - 2012 Workshop Dates Released

We would like to inform you that dates and times for Key Survey workshops have now been released for 2012.

Please note that you will not be able to register for these sessions until 9:00am Monday, 27th February 2012.

Please check the Key Survey Workshops page for more details.

Workshops for 2011 have now officially closed. You are welcome to request a consultation via email at any time (except during public holidays) if you need support.

If you have any queries or issues regarding this schedule please contact survey-dec@qut.edu.au.
13/10/2011 - Key Survey Christmas Trading

We would like to inform you that all Key Survey services will be unavailable over the Christmas and New Year Holidays (i.e. December 26-30 and January 2).

A period of "Limited Service" will also occur, due to additional staff absences.

Please visit the new Public Holiday Trading Hours page to check the availability of our services during Summer Semester.

If you have any queries or issues regarding this schedule please contact survey-dec@qut.edu.au.

** NOTE: Key Survey will continue to run at full service except on the dates listed **

13/10/2011 - Survey-DEC Email RESTORED

The Survey-DEC email address (survey-dec@qut.edu.au) has now been successfully restored.

Please send any queries you have to this address.

11/10/2011 - Survey-DEC Email Down

We have noticed that the Survey-DEC email address has stopped collecting responses since yesterday.

We are currently looking into this issue and should have it resolved over the next two days

If you have any queries, or if you have made any "New Account" or "Activation" requests in the meantime, please feel free to contact Donald directly.

We apologise for any inconvenience caused.

08/09/2011 - New "Getting Started" Page

We would like to announce that a new "Getting Started" page has been introduced to the website.

This new page provides a checklist of important information that you will need to know before you get an account and while using the system.
Getting Started can be found both under the home page Quicklinks and in the Documents section of the website.

If you feel lost at any time please refer to this page for help.

If you would like to make any comments about the new page please send an email to survey-dec@qut.edu.au.

25/08/2011 - Upcoming Service Disruption

We would like to inform you that the Key Survey system will be taken offline, briefly, next week for maintenance:

- **Title/Description**: Service Disruption (File Repair)
- **Date**: Wednesday, 31st August
- **Time Start**: 6:00PM
- **Duration**: 30 minutes

The system will be inaccessible for half an hour in order to remedy an error related to the performance issues experienced last week.

If you have any questions about this work or its timing, please send an email to survey-dec@qut.edu.au.

18/08/2011 - System Issue Update

We would like to inform you that our investigation into the Key Survey performance issue has led us to a compatibility error found in a single survey.

We have isolated this error and updated this survey's code on Tuesday afternoon, which we believe has resolved this issue.

We will continue to monitor the system, however if you have any questions or experience any issues, please send an email to survey-dec@qut.edu.au.

02/08/2011 - Workshop Registrations Now Open

We would like to inform you that registrations for Semester 2's Key Survey workshops are now open.
You can learn more about each workshop as well as register on the Key Survey Workshops page.

If you have any questions about workshops or consultations, please send an email to survey-dec@qut.edu.au.

**19/07/2011 - Workshop Registration Opens Soon**

We would like to inform you that registrations for Semester 2's Key Survey workshops will open at 9:00am on Friday 29th July.

To register, or learn more about the workshops please visit the Key Survey Workshops page on this site.

If you have any questions about workshops or consultations, please send an email to survey-dec@qut.edu.au.

**01/07/2011 - Key Survey Update Successful**

We would like to inform you that bug-fix update applied last night was successful.

This update has returned all survey web addresses to their original state and restored all custom report features. Please be assured that the links WILL NOT change again in future.

We have attempted to omit broken links issues by reversing all redirects requests and applying new ones to surveys activated after the upgrade date.

Please check your links. If your link is broken you can send an email with your broken link to survey-dec@qut.edu.au and we will repair it for you.

If you have any questions about this update please feel free to contact survey-dec@qut.edu.au.

**30/06/2011 - Service Disruption Tonight**

We would like to inform you that following service disruption will take place this evening at 10:00pm:

- **TITLE**: Service Disruption - Bug Fix
- **ACTION**: To resolve remaining broken survey web addresses (URLs)
- **IMPACT**: Key Survey system will go offline for approximately 30 minutes
We have now identified the cause of the changed survey URLs and our resolution has been successfully tested in our trial environment.

The work for this solution has been complex and we have tested many possible scenarios to ensure that new and existing surveys (released since the system upgrade 22/06) will function correctly.

Please continue to monitor your surveys and notify us if you discover any unexpected behaviour.

The custom reports issue has not yet been resolved. We are liaising with the vendors to find a solution and our progress will be posted to you via both email and this website.

If you have any questions about this action or its timing please feel free to contact survey-dec@qut.edu.au.

27/06/2011 - Key Survey Upgrade Issues

We would like to inform you that the following issues were unexpectedly encountered as a result of the recent software upgrade:

- All survey links generated before the upgrade have been changed in the system.
- Any custom report created before the upgrade will no longer work.
- New custom reports cannot be generated.

Notices about this issue were sent to all users last week and we are currently working hard to find a solution as quickly as possible.

In the meantime, if you have a survey link that has already been sent:

1. You can resend your updated links to respondents; OR
2. You are welcome to request link redirects via email (this allows respondents to access the same survey without needing the updated address):
   - Send us your survey's original link (i.e. the link sent before the upgrade); &
   - Include your survey's current link (found on your survey's "Launch" page)

You can publish your "Standard Reports" and modify them using external applications until your existing data has been properly restored.

Another official update will be posted as soon as a solution has been found so please keep checking this page as well as your emails. If you have any questions about these issues please feel free to contact survey-dec@qut.edu.au.
We apologise for any inconvenience that this may have caused.

** NOTE: This issue only applies to users with existing surveys and reports **

20/06/2011 - Key Survey Upgrade Reminder

We would like to remind you that the following Key Survey upgrade will take place this Wednesday:

- **Description**: Key Survey Version Upgrade
- **Date**: Wednesday, 22nd June, 2011
- **Time**: 6:00 PM
- **Duration**: 3 Hours

If you have any questions about this please contact survey-dec@qut.edu.au by Wednesday at noon.

07/06/2011 - Full Service Key Survey

We would like to announce the following:

1. **Key Survey has now resumed Full Service**:
   o Please refer to the Approval and Activation Status pages to view all latest and future survey activations.

2. **The Key Survey Upgrade date has now been finalised**:
   o **Description**: Key Survey Version Upgrade
   o **Date**: Wednesday, 22nd June, 2011
   o **Time**: 6:00 PM
   o **Duration**: 3 Hours

An official notice will be sent to all Key Survey users via email.

If you have any questions about these announcements please contact survey-dec@qut.edu.au.

20/05/2011 - Proposed Upgrade

We have now scheduled a Key Survey upgrade to take place with the following details:

* Details are subject to change at this stage *
• **Description:** Key Survey Version Upgrade
• **Date:** Wednesday, 8th June, 2011
• **Time:** 6:00 PM
• **Duration:** 3 Hours

The Key Survey system and the website will go offline for approximately **three hours**.

If you have any questions about this upgrade, or its timing, please contact **survey-dec@qut.edu.au**.

*You can find more information about this and other service announcements on our "Key Survey Status Descriptions" page.*

**17/05/2011 - Important Notices**

We would just like to take this opportunity to inform and remind you of the following:

1. **Confirmation emails for "Survey Activation Requests" are no longer provided **EXCEPT during periods of **"Limited Service"**:**
   - You can check the status of all your survey activation requests by checking the **Approval and Activation Status** pages; OR
   - Your survey's "Launch" page - Checking for the removal of the test warning (written in red).

2. **Key Survey Workshops for Semester 2 have now been added to the registration pages for you to view:**
   - Please visit the **Key Survey Workshops** page for further details
   - **Registration for these classes will open on Friday, 29th July at 9:00 am.**

3. **The Key Survey system will go into a period of "Limited Service" between the 23rd May and 6th June:**
   - The system itself will continue to run.
   - Key Survey services will be reduced to processing "Survey Activation Requests" ONLY.
   - The Survey-DEC will not be available to answer questions unless they are "hardware maintenance" related.
   - You can learn more about "Limited Service" on our **Status Descriptions** page.

If you have any questions regarding the upcoming "Limited Service" period, please contact **survey-dec@qut.edu.au** before Friday, 20th May for advice.
09/05/2011 - Limited Service Reminder

We would just like to remind all users that Key Survey will be **limited to survey activation requests ONLY** between 23rd May and the 6th June.

If you have any questions regarding this or you feel you will need urgent support during this time, please contact survey-dec@qut.edu.au as soon as possible for advice.

*You can find more information about this and other service announcements on our "Key Survey Status Descriptions" page.*

19/04/2011 - Service during Easter

We would like to inform you that although the Key Survey system will continue to run over the Easter Period, all other services:

- Consultations
- New Account creation; &
- Survey activations

will not be available during the public holidays. Key Survey will then switch to "Limited Service" between Wednesday 27th and Friday 29th April.

Please refer to the [Key Survey Status Descriptions](#) page for details about "Limited Service".

If you have any questions about this, or if you experience any issues, please contact survey-dec@qut.edu.au for assistance.

Survey-DEC emails will be periodically checked over the Easter break.

11/04/2011 – Upcoming Service Changes

*Changes in “Survey Activation”:*

Starting tomorrow, we will no longer be sending "Activation" emails to confirm that your surveys are ready:

- "Activation emails" will only be sent during periods of "Limited Service":
  - Refer to the "Key Survey Status Descriptions" page for more details.
- You can check the status of your surveys using the following:
  1. The [Approval and Activation Status](#) and [Activation Status Archive](#) pages:
These pages are updated at least once per day during business hours. You will need to refresh these pages (F5 on your keyboard or "refresh" button) with each visit.

2. Checking your survey's "Launch" page:
   - Click the "Launch" button for your survey.
   - Look beneath "Section 3" - Your survey's web address (Master URL).
   - If you can no longer see the alert caption written in red, then your survey has been activated for public launch.

   If you have any questions regarding this or if your surveys have not been activated within the 3-day turn-over period please contact survey-dec@qut.edu.au for assistance.

**NOTICE - “Key Survey Limited Service” Period Announced**

Due to an upcoming absence of staff members, our Key Survey services will be **limited to survey activation requests ONLY** between 23rd May and 6th June.

If you have any questions regarding this or you feel you will need urgent support during this time, please contact survey-dec@qut.edu.au for advice.

*You can find more information about this and other service announcements on our "Key Survey Status Descriptions" page.*

**11/04/2011 - Website Issue Resolved**

We have fixed a small typo that removed the link to the activation form in Internet Explorer (IE). If you are an IE user, please refresh your page (F5 on your keyboard or the "Refresh" button) before you try to access the link for the first time.

If you have any questions about this or you still experience issues, please contact survey-dec@qut.edu.au.

**06/04/2011 - New Key Survey Website**

The Key Survey website has now been successfully updated to a new version.

A number of new features have now been added to the website to help you better understand and use the Key Survey system:

- **Status Pages** - Monitor your survey activation requests.
- **Question Templates** - Download templates that look like your ethics and consent forms.
• A range of useful guides - Read guides for almost anything Key Survey related if you feel you need to.
• Workshops Page - Register for Key Survey workshops more easily.
• Updated FAQs - Commonly Asked Questions and Answers from 2010 - 2011 are now being displayed.
• Video Tutorials - Learn how to use Key Survey's Advanced techniques by watching a tutorial.

This website will be continually updated so please forward your comments, suggestions and/or issues to survey-dec@qut.edu.au.

04/04/2011 - Workshops Rescheduled

Due to unforeseen circumstances, both Introductory and Intermediate Key Survey workshop sessions in May will now be held one week earlier than originally advertised:

Please refer to the Workshops page to view the updated dates and times.

If you have already registered for a class in May, your seat will have automatically changed to the new date. You can find information about how to withdraw from a class by visiting the Workshops page.

Please contact survey-dec@qut.edu.au if you have any questions.

We apologise for any inconvenience.

29/03/2011 - Key Survey Website Upgrade

The Key Survey website has now been scheduled for an upgrade which will take place at the following date and time:

• Description: Key Survey Website Upgrade
• Date: Wednesday, 6th April 2011
• Start Time: 6:00 PM
• Duration: 1 Hour

We anticipate that the Key Survey server will go down for approximately one hour.

A significant procedural change will also occur after the website has been upgraded. This information will be released closer to the upgrade date.
If you have any questions regarding this upgrade please contact survey-dec@qut.edu.au as soon as possible so we can arrange a suitable work-around.

**15/02/2011 - Workshop Venue Update**

The Key Survey workshop venues have now been updated to include sessions at Kelvin Grove.

Please refer to our development "Workshops" page for details or contact survey-dec@qut.edu.au.

**03/02/2011 - Upgrade Successful**

The following maintenance was completed successfully:

- **Description**: Key Survey Version 7.3 Upgrade
- **Date**: Wednesday, 2nd February 2011
- **Start Time**: 6:00 PM
- **Duration**: 2.5 Hours

All Key Survey users are asked to check their surveys and accounts.

If you encounter any issues or have any questions please contact us at survey-dec@qut.edu.au.

**03/02/2011 - Workshop Schedule Update**

A schedule of official Key Survey workshops for Semester 1, 2011 has now been released in the library booking system.

You can find additional details and links on our Workshops page.

Registrations for these sessions will open next Monday at 9:00 AM.

If you have any questions please contact survey-dec@qut.edu.au.

**21/01/2011 - Key Survey Upgrade**

The Key Survey system has been scheduled for an upgrade which will take place at the following date and time:

- **Description**: Key Survey Version 7.3 Upgrade
- **Date**: Wednesday, 2nd February, 2011
- **Start Time**: 6:00 PM
- **Duration**: 3 Hours
This will result in a server down-time of approximately **3 hours**.

If you have any questions or concerns about this work or timing please contact survey-dec@qut.edu.au as soon as possible so we can arrange a suitable work-around.

**21/01/2011 – Flood Recovery Update**

The Key Survey system was **successfully restored** on Tuesday 18th January following a week of down-time caused by recent floods.

Key Survey is currently being monitored by our administrators. If you have any queries or encounter any issues, please contact the Survey-DEC.

**07/01/2011 - Technical Bug update**

We are aware of a technical issue that has affected some Key Survey users:

- **DESCRIPTION** - A subtle error that can lower your response rate by randomly omitting or hiding completed surveys in your reports.

We are currently working with the vendors to resolve this as quickly as possible.

If you have any queries about this please contact survey-dec@qut.edu.au.