

## **2012 Archive: Key Survey News & Updates**

### **13/12/2012 - Limited Services Update**

We would like to remind you that a Public Holiday and Limited Service period will be occurring with the following details:

- **Friday 21/12/2012 - Sunday 13/01/2013:** No support services (e.g. Survey Activations, Queries, Consultations etc.)
- **Monday 14/01/2012 - Sunday 27/01/2013:** [Limited Service](#) - "Survey Activation Requests" ONLY
- **Monday 28/01/2012:** No support services (e.g. Survey Activations, Queries, Consultations etc.)

Please contact the [Survey-DEC](#) **before COB Wednesday 19/12/2012** for service requests (e.g. approval or launch) intended or required between the 21/12/2012 and 13/01/2013.

For any technical faults or difficulties with Key Survey during "[Limited Service](#)" please contact the [IT Helpdesk](#).

*One final reminder will be sent mid next week...*

### **06/12/2012 - Key Survey Upgrade Complete**

The Key Survey Upgrade to version 8.1 has now been SUCCESSFULLY COMPLETED.

Please check your surveys and accounts. If you experience any issues please contact us at [survey-dec@qut.edu.au](mailto:survey-dec@qut.edu.au).

You can learn more about the current version of Key Survey online: [Key Survey Version Information](#).

### **21/11/2012 - Notice: Key Survey Upgrade**

We would like to inform all Key Survey users that the following service disruption has been proposed to take place:

- **DESCRIPTION:** Key Survey Version Upgrade
- **DATE:** **Wednesday, 5th December 2012**
- **TIME:** 8:00pm Start
- **DURATION:** 4 Hours

During this time the Key Survey system and website will go offline for approximately **four hours**.

If you have any questions about this upgrade, or its timing, please contact [survey-dec@qut.edu.au](mailto:survey-dec@qut.edu.au).

You can find more information about this and other service announcements on our "[Key Survey Status Descriptions](#)" page.

### **13/11/2012 - Reminder: Limited Services**

We would like to remind you that a Public Holiday and Limited Service period will be taking place between **Monday, 24th December 2012** and **Monday 28th January 2013**.

Please note the slight changes made to the dates on the [Client Service Disruption Dates](#) page (formerly "Public Holiday Trading Hours"). You can learn more about "Limited Service" on the [Key Survey Status Descriptions](#) page.

Two more reminders will be sent during December. If you have any pressing issues that you know will arise during this period, please contact the [Survey-DEC](#) by **COB Wednesday 19th December** so we can assist you.

The [Survey-DEC email](#) will still be open to respond to any priority technical issues or very general queries during limited service.

### **11/10/2012 - Upcoming Limited Services**

Due to staff absences Key Survey client support will be limited to "Launch Requests" only, between the following dates: Wednesday 2nd till Wednesday 23rd January 2013 (subject to change), following the Christmas Holidays.

You can view the dates for "Limited Service" trading on the [Public Holiday Trading Hours](#) page. For details about "Limited Service" please follow the [Key Survey Status Descriptions](#) link here.

Reminders will be sent to all Key Survey users months and days before the "Public Holiday" period begin. If you have any pressing issues that you know will arise during this period, please contact the [Survey-DEC](#) by COB Wednesday 19th December so we can assist you.

The [Survey-DEC email](#) will still be open to respond to any priority technical issues or very general queries during this time.

## **11/10/2012 - 2012 & 2013 Workshops**

Official workshops for 2012 are now concluded. You can still request consultations at any time if you require any further Key Survey support ([Email: Survey DEC](mailto:Survey DEC)).

Session times for 2013 have now been set and you can review them on the [Key Survey Workshops page](#).

**PLEASE NOTE:** Registrations for these workshops will not be available until **Monday, 18th February 2013**.

## **31/07/2012 - Key Survey Updates**

### **\* Update: Key Survey Technical issues**

Over the past week, Key Survey has experienced a number of technical issues resulting in slower performance and occasional unexpected downtime periods.

Although we have stabilised the system we have not yet determined the underlying cause of the problem. We will continue to monitor the system with the vendors until we are certain that all issues have been resolved. Please feel free to continue using the system as normal. If you have any queries or issues, please report them to [survey-dec@qut.edu.au](mailto:survey-dec@qut.edu.au).

### **\* Semester 2 Workshops**

Key Survey workshops will commence next week. If you would like to register for an upcoming session please visit the [Key Survey Workshops](#) page or go directly to the library's [Workshops and appointments](#) and search under "High Performance Computing and Research Support".

## **18/07/2012 – Update: Key Survey Issues**

Over the past few days, Key Survey has experienced technical issues resulting in slower performance and occasional unexpected downtime periods.

We are currently monitoring the system and using work-arounds to try and keep it performing while we find a permanent solution.

Please bear with us as we continue to liaise with the vendors to find a solution. An official email will be sent once this issue has been resolved.

If you have any questions, please feel free to contact [Survey-DEC](#). Thank you very much for your patience.

## **09/07/2012 - Full Service Restored**

We would like to inform you that all Key Survey Services will resume at full capacity starting today.

Please feel free to contact the [Survey-DEC](#) if you have any queries.

## **19/06/2012 - Reminder: Limited Service**

We would like to reiterate that the upcoming "[Limited Service](#)" period (between 23rd June and 9th July inclusive) will be starting soon.

If you are an existing user with any specific queries or issues please contact the Survey-DEC by **COB Wednesday 20th June** for assistance.

If you are a potential user who wishes to get a new account before "[Limited Service](#)" please [lodge your online request form](#) by **COB Friday 22nd June**.

If you have any questions regarding this article, please contact [survey-dec@qut.edu.au](mailto:survey-dec@qut.edu.au).

## **24/05/2012 - Upcoming Limited Services**

Due to staff absences Key Survey client support will be limited to "Launch Requests" only, between the following dates: Monday 25th June till Sunday 8th July (inclusive).

You can view the dates for "Limited Service" trading on the [Public Holiday Trading Hours](#) page. For details about "Limited Service" please follow the [Key Survey Status Descriptions](#) link here.

If you have any pressing issues that you know will arise during this period, please contact the [Survey-DEC](#) by COB Wednesday 20th June so we can assist you.

The Survey-DEC will still be open to respond to any priority technical issues or very general queries during this time.

## **17/05/2012 - New Key Survey Workshops**

Key Survey workshops for Semester 2 have now been listed. You can find more information about these classes on the [Workshops page](#).

Please note that these sessions will not be available for registration until Monday, 23rd July at 9:00 am.

We will also be running a pilot Key Survey session using Blackboard's Collaborate on the 29th May. If you would like to participate please send an email to the [Survey-DEC](#).

If you have any queries about this article, please contact the [Survey-DEC](#) for support.

## **13/04/2012 - Update: Server Restored**

An unexpected hardware fault in the ITS Storage System resulted in the loss or slow down of several services, including the Key Survey server.

As a result, clients and respondents were unable to access accounts and surveys for approximately one working day. The ITS department performed work on Friday (13/04) to reduce the load. This, in turn has restored Key Survey to full functionality.

We apologise for any inconvenience caused. If you experience any issues please contact the [Survey-DEC](#) for support.

## **11/04/2012 - Collaborate Workshop Trial**

We are currently in the process of creating a one hour Key Survey Workshop in Blackboard Collaborate for our remote users.

If you would like to participate in this trial please send an expression of interest with your available times to [survey-dec@qut.edu.au](mailto:survey-dec@qut.edu.au) with "BBC Trial" as your subject header.

## **01/03/2012 - Workshop Registrations Now Open**

Registrations for Key Survey Workshops in Semester 1 are now open.

For further information and links to register for an Introductory or Intermediate/Advanced class please visit the [Key Survey Workshops](#) page.

If you have any questions regarding workshops please contact us at [survey-dec@qut.edu.au](mailto:survey-dec@qut.edu.au)

## **17/01/2012 – Key Survey Full Service Resumes**

We would like to announce that all Key Survey services have now resumed at full capacity.

Please feel free to contact the Survey-DEC via office, mobile number (please refer to the [Contact Us](#) page for details) or [email](#) if you require any assistance.