

## **2013 Archive: Key Survey News & Updates**

### **19/11/2013 - Key Survey Walk-In Sessions**

Survey Support will be running two hour walk-in sessions during November and December to provide assistance for new users and anyone with questions about using Key Survey. All users and potential Key Survey clients at QUT are welcome to walk-in for assistance. You can find information regarding dates, times and venues on our [Workshops](#) page.

For existing users, please note that you will need to come prepared with your queries and have made an honest attempt with any issues that you have encountered.

If you have any queries regarding these sessions please feel free to contact [Survey Support](#).

### **21/10/2013 - Key Survey Email Changed**

As of today the Key Survey Client Support email will be changing exclusively to [survey-support@qut.edu.au](mailto:survey-support@qut.edu.au).

Please update your contact details for Key Survey enquiries as the original email will be closing by the end of the week.

### **15/10/2013 - Key Survey Service Resumes**

Key Survey Services have now resumed as normal (since **Tuesday 15th October**).

Due to Key Survey workshops this week, please allow a couple of days for responses to general queries and requests. For anything urgent please contact us via email ([survey-support@qut.edu.au](mailto:survey-support@qut.edu.au)) and we will respond as soon as possible.

### **01/10/2013 - REMINDER: Key Survey (KS) Limited Service**

We would like to remind you that Key Survey client services will become limited **between Friday 4th and Monday 14th October (inclusive)**.

**More Information:** [Client Service Disruption Dates page](#)

For urgent or essential support please contact the [Survey-DEC](#) **before 3:00pm Thursday 3rd October** so that we can assist you.

## **20/08/2013 - Important Updates**

### ***Key Survey Support Email Update***

The Key Survey DEC email has now officially changed to [survey-support@qut.edu.au](mailto:survey-support@qut.edu.au).

Please use this email address for Key Survey queries from today onwards.

### ***Upcoming "Limited Service" Period***

Due to staff absences, Key Survey client support will be limited to "Launch Requests" ONLY, on dates around the upcoming *Labour Day holiday in October*.

You can find more information about the dates on the [Client Service Disruption Dates page](#) online.

Reminders about this disruption will be sent weeks and days before it begins. If you have any pressing issues that you know will occur during this period please contact [Survey Support](#) by **COB Wednesday 2nd October** so we can assist you.

## **27/06/2013 - Key Survey Updates**

### ***Kelvin Grove Office Has Moved***

Our Office at Kelvin Grove has now moved.

Please refer to the ["Contact Us" page](#) for information about our new location.

### ***Key Survey Support Email***

The Key Survey DEC email will change to [survey-support@qut.edu.au](mailto:survey-support@qut.edu.au) by the end of next month.

For any email queries until the end of July, please use both the [Survey-Support](#) and [Survey-DEC](#) emails so we can test the changing account.

### ***Key Survey Workshops S2\_2013***

Key Survey workshops for Semester 2 have now been posted for viewing.

Please feel free to visit the [Key Survey Workshops page](#) online to check the times and locations.

Registration for these classes will not be available until **Monday, 15th July 2013**.

Please feel free to [contact us](#) if you have any further queries or issues about these updates.

## **14/05/2013 - Current Updates**

### **Key Survey Intermediate/Advanced Workshop**

Due to a time clash, the date and time for the upcoming Advanced Key Survey workshop has been moved to *Wednesday 29th May*.

For more information and registration please visit the [Key Survey Workshops page](#) online.

### **Survey-DEC Contact Update - May/June**

The primary Survey-DEC will continue to work outside the office for several hours over the next two - three weeks.

All Key Survey services will continue to be provided as normal. If you wish to contact him:

- **For fast responses:** Please send an email to [Survey-DEC](#)
- **To talk in person:** Please contact Donald via mobile (0430 873 722)

Email will be the most reliable form of communication during this period. If you have any questions regarding this please feel free to contact us: [Survey-DEC](#).

## **18/04/2013 - Contact Details in April**

We would like to inform you that the primary Survey-DEC will be working out-of-office for several hours over the next two-three weeks.

Please note that this will have no effect on Key Survey services, except you may not be able to reach Donald on the Survey-DEC office phone:

- **For fast responses:** Please send an email to [Survey-DEC](#)
- **To talk in person:** Please contact Donald via mobile (0430 873 722)

Email will be the most reliable form of communication during this period. If you have any questions regarding this please feel free to contact us: [Survey-DEC](#).

## 14/03/2013 - Upgrade SUCCESS

We would like to inform you that the following Key Survey upgrade was **COMPLETED SUCCESSFULLY**:

- **Description:** Key Survey Version Upgrade
- **Date:** Wednesday 13th March 2013
- **Start Time:** 8:00pm
- **Duration:** 4 Hours

Please check your account and if [contact us](#) if you notice any errors.

## 05/03/2013 - Service Disruption: UPGRADE

We would like to inform you that the following maintenance for the Key Survey system has been scheduled to take place:

- **Description:** Key Survey Version Upgrade
- **Date:** Wednesday 13th March 2013
- **Start Time:** 8:00pm
- **Duration:** 4 Hours

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

You can learn more about different types of service disruption by visiting the [Key Survey Status Descriptions](#) page.

## 29/01/2013 - Full Client Service Resumes

We would just like to remind you that all Key Survey client services have now resumed for 2013. [Activation Status pages](#) will be fully updated over the next day or two, so please check this to confirm the status of your survey activation requests.

Please also note that due to flood damages, the primary Survey-DEC will be working out of office without a mobile over the next few days. Please send emails to [survey-dec@qut.edu.au](mailto:survey-dec@qut.edu.au) if you wish to make a query or request a verbal conversation.