

2014 Archive: Key Survey News & Updates

18/12/2014 - End of Year Notices

End of "Activation Status" Pages

As of today, Thursday 18/12/2014, the "Check Your Activation Status" pages will no longer publish updates. All survey activation confirmations from today will be sent via **email only**. A full decommission of these pages as well as a re-structuring of the website will take place in early 2015. If you have any questions about this change please feel free to send an email to survey-support@qut.edu.au.

Workshops Update

The Walk-In Sessions for 2014 are now concluded and there will be no more opportunities to request consultations for 2014. Please feel free to continue sending email requests to [Survey Support](#) and we will try to answer them until the beginning of Limited Service.

New walk-in sessions will be announced in late January so please stay tuned to our "[Workshops](#)" page to learn more. Links to register for the 2015 Semester 1 Workshops will go up by the end of the week - Registrations will open in February 2015.

Closing Remarks for 2014

On a final note thank you Key Survey users for your support in 2014. It has been a pleasure supporting your needs and we look forward to improving our service and delivery in the new year - Merry Christmas!

19/11/2014 - Key Survey Updates

Summer Walk-In Sessions

Walk-in sessions for Key Survey will be set to run in **November, December** and **early February** for anyone using the system during Summer Semester. Please feel free to come in and ask questions regarding your Key Survey use - no registration is required for these sessions.

The next session series will be running at Kelvin Grove next week (*25th and 28th November*). You can find details for these sessions on the [Workshops page](#).

Workshops for 2015

We will be introducing a new Induction series next year for anyone interested in or using Key Survey. More details will be delivered at a later date.

Dates and times for the official workshop series in 2015 have now been confirmed. You can find more details on these sessions on the [Workshops page](#).

Please note that registration for these classes will not open until **Monday 23rd February**.

End of Year Limited Service Period

Due to the End of Year holidays, Key Survey Services will go into Limited Service and Public Holiday trading between *Monday 22nd December 2014* and *Tuesday 27th January 2015*.

During this period the system itself will continue to run, however our services will be restricted to "**Survey Activations**" only. It is recommended that you seek assistance from [Survey-Support](#) (if you require it) before this time by attending a walk-in session or requesting a consultation.

You can find details for our [Client Service Disruptions](#) online.

If you have any questions regarding these updates please feel free to contact us at survey-support@qut.edu.au

13/11/2014 - Walk-In Sessions November

New walk-in sessions for November have now been announced. For more information please check the [Key Survey Workshops Page](#) online.

No registration is required so please feel free to attend if you wish.

If you have any questions regarding this please feel free to contact [Survey Support](#).

07/10/2014 - Updated Key Survey Form: Launch Requests

A new [Key Survey Activation Request form](#) has now been released for public use.

If you have any comments or queries regarding this update please feel free to contact [Survey Support](#).

21/07/2014 - Key Survey Workshops S2

Registrations for Key Survey workshops, Semester 2 are now open. Please feel free to visit the [Workshops](#) page online to select and register for a session.

If a session that you wish to attend is full please feel free to send an email wait-list request to [Survey Support](#).

NOTE: Walk-in sessions for July have sadly needed to be cancelled. Other sessions will be set to cover Summer Semester in a few months.

07/07/2014 - Key Survey Updates

Key Survey services have now been fully restored. Please wait a few days for us to action queries and requests as we work finish responding to a backlog of queries made during "Limited Service".

Our server and software has now been successfully upgraded with Key Survey v8.3. You can view a list of new features in this version on the [Vendor Change Log Page](#) (opens a new browser window/tab).

We have also updated the [Key Survey Version Information Page](#) to reflect this upgrade. If you experience any issues please feel free to send your queries to [Survey Support](#).

30/05/2014 - Important Updates

Key Survey Version Upgrade

Key Survey has now been scheduled for a version upgrade that will add new features and resolve a number of technical bugs.

A two hour down-time to upgrade the system has been set for *5:30pm, Wednesday 2nd July*.

Public Holiday & Limited Client Service

Due to staff absences, there will be a period of "**Limited Client Service**" for Key Survey in the week following the "**Queen's Birthday**" public holiday.

Between *Saturday, 14th and Tuesday 24th June*, the Key Survey system itself will continue to run, however client services will be reduced to "Survey Activations ONLY". Please note that this will have no effect on currently running surveys.

You can find detailed information about upcoming disruptions on the [Client Service Disruption Dates](#) page.

If you have any questions regarding these updates please feel free to contact us at survey-support@qut.edu.au.

21/05/2014 - Key Survey Workshops Announced

[Key Survey Workshop dates and times](#) for Semester 2 2014, have now been announced and posted online.

Please feel free to review these to help plan your calendars. You can also register to attend the upcoming E-Workshops in June.

Please note that registrations for the Semester 2 workshops will not be available until **Monday 21st July 2014 at 9:00am**. If you have any questions regarding this please feel free to contact [Survey Support](#).

06/03/2014 - Key Survey eWorkshops

Two Key Survey eWorkshops have now been scheduled to take place in April.

Information and registration links for these sessions can be found on the [Workshops](#) page.

Please note that these workshops will be conducted using [Blackboard Collaborate](#) (please click the link to learn more about it).

As an experiment we are also offering a small number of people a chance to sit in the host room with Survey Support to participate as a live attendee. If you would like to participate please send an email to [Survey Support](#) (**Please DO NOT REGISTER**).

27/02/2014 - Key Survey Workshops

Registrations for Key Survey workshops, Semester 1 are now open. Please feel free to visit the [Workshops](#) page online to select and register for a session.

If a session that you wish to attend is full please feel free to send an email wait-list request to [Survey Support](#).

04/02/2014 - February Walk-In Sessions

Survey Support has now announced two, 2 hour walk-in sessions in February 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 (**No registration required**). 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](#).

28/01/2014 - Key Survey Service Resumes

Key Survey Services have now resumed as normal. Please bear with us as we process all existing queries and requests over the next couple of weeks.

If you have any questions in the meantime, please contact [Survey-Support](#) via email and we will get back to you as soon as we can.