

## **2015 Archive: Key Survey News & Updates**

### **20/10/2015 - Workshops for End-of-Year (EOY) 2015**

We will be running Walk-In Sessions between October 2015 and February 2016 to help answer any Key Survey questions. The next two sessions will be taking place at the end of this week:

- **DATES:** Thursday 22nd & Friday 23rd October
- **TIME:** 10:00am - 12:00pm
- **VENUES:** GP-V713 & KG-F703 (respectively)

You can check the details for these classes on the [Workshops page](#) online.

Caboolture Day is also fast approaching and we would like to encourage anyone interested in attending to register before COB November 23rd. You do not have to be there for the entire day and any questions that you may have regarding Key Survey will be answered.

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

### **26/08/2015 - Key Survey System Update**

We would like to inform you that Key Survey is now scheduled for an update on Wednesday, 2nd September (details provided below):

- **Disruption Type:** Security Update & Technical Bug Fix
- **Date:** Wednesday, 2nd September
- **Time:** 10:00pm
- **Duration:** 2 Hours (approximate maximum)

The Key Survey server will go down during this time. Users and respondents will be unable to access any surveys, reports, data and accounts during this time.

Please accommodate for this brief outage and contact [Survey Support](#) if you have any questions.

## 18/06/2015 - Key Survey Updates

### **Key Survey Full Service Resumed:**

We are currently catching up on all queries made during "**Limited Service**" and will be able to respond within the next working day or so. Service review activities are still underway so response times for complex queries may be slightly delayed.

### **Walk-In Sessions:**

Two new Walk-In sessions will be taking place next week for anyone with specific Key Survey issues or queries. No registration is required so please feel free to drop in on Wednesday (24/06) or Friday (26/06).

You can find full details for these sessions on our [Workshops page](#) under the "**E-Workshops & Walk-Ins**" tab.

### **Official Workshops - Semester 2**

Dates and times for Key Survey workshops have been posted on our ["Workshops" page](#) for you to view. Please note that registration for these classes will not open until *Monday 20th July at 9:00am*.

Due to the reduced number of attendees at the last two sessions for Induction classes, this semester, the October classes will also double as "**Walk-In sessions**" for anyone with Key Survey queries.

If you have any queries regarding these updates, please contact us at [survey-support@qut.edu.au](mailto:survey-support@qut.edu.au).

## 01/06/2015 - Upcoming Limited Service

Due to the absence of key staff members, Key Survey will enter a "Limited Service" state between *Thursday 4th & Monday 15th June*. During this time the **Key Survey system will continue to run** and services will be limited to **survey activation requests ONLY**.

You can find more information about this on the [Service Disruptions page](#).

If you have any questions regarding Key Survey, emails, phone calls (via mobile - 0430 873 722) or face-to-face queries at **Caboolture Day** will be your **last opportunity** to get them answered before Limited Service.

If you wish to apply for a new account please send in your forms by COB Tuesday 2nd June for processing before Limited Service begins. Later requests will be processed after Limited Service is over.

### ***Other Updates***

#### **Upcoming Workshops**

Registrations for **Caboolture Day** will be closing tomorrow (Tuesday 5-6-2015) afternoon. Please register your interest if you wish to turn up and ask questions. You can find full details for this and the registration link on the [Workshops page](#).

Classes for Semester 2 have also been posted on the [Workshops page](#) for you to view. Please note that registrations will not open until **Monday, Week 1 (20-07-2015) at 9:00am**.

#### **Key Survey Content Updates**

Key Survey content updates are being applied slowly due to Service Review activities and the increase in demand for this service. Please bear with us as new documents will be made available as soon as possible.

If you have any questions regarding these announcements please feel free to [contact us](#).

### **23/04/2015 - Key Survey Upgrade SUCCESS**

The Key Survey system was successfully upgraded to v8.6 last Wednesday 15th April.

If you experience any issues using the new system, please feel free to contact us at [survey-support@qut.edu.au](mailto:survey-support@qut.edu.au).

*NOTE:* If you have been using the previous version of Key Survey your pages may look strange when you first load them. You can resolve this by pressing F5 on your keyboard to refresh your browser pages. You can also empty your browser cache to achieve the same result.

### **09/04/2015 - Update: Key Survey Upgrade**

We will be upgrading to Key Survey v8.6 on the following date:

- **DATE:** Wednesday 15th April
- **TIME:** 7:00pm

- **DURATION:** 2 Hours (approximately)

The Key Survey system will go down for approximately 2 hours, during which, no one will not be able to access Key Survey accounts, surveys or response data.

This upgrade will help resolve a number of technical issues as well as provide a new range of features from both versions 8.5 and 8.6.

To view the full list of new features please refer to the vendor Change Logs:

- [Version 8.5 Change Log \(PDF 509KB\)](#) (*Opens in a new tab/window*)
- [Version 8.6 Change Log \(PDF 499KB\)](#) (*Opens in a new tab/window*)

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

## 03/03/2015 - March Updates

We would like to announce the following updates for Key Survey:

- **Key Survey Workshop Registrations:**
  - Registrations for Semester 1 are now open. Please don't forget to check your dates and venues on our [Workshops Page](#).
- **Stage 1 Website Update:**
  - Content and Structure changes for the website has now been completed. Please feel free to report any issues to us at [survey-support@qut.edu.au](mailto:survey-support@qut.edu.au).

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

## 03/02/2015 - Information: Key Survey Updates

### ***Upgrade to Key Survey v8.4***

Key Survey will be upgraded to a new version on Wednesday 11th February 2015 at 7:00pm. As a result the Key Survey system will go down for approximately **two hours** - No surveys, accounts or responses will be accessible during this time.

### ***Key Survey Returns to Full Service***

All Key Survey services have now returned to normal.

Please note however that there may be delays in answering queries due to ongoing service review activities.

### ***New Workshops & Walk-Ins***

New classes and Walk-In sessions have now been set and posted online ([Workshops](#) page).

Registrations for all official classes will not open until *Monday 23rd February at 9:00am*.

February Walk-In sessions are for anyone who wishes to attend. No registration is required for these.

### ***Upcoming Website Changes***

Over the next few months the following website changes will be made:

- "Activation Status" & "Status Archive" pages will be fully decommissioned.
- The "Workshops" page will be re-designed to accommodate all new class series'.
- Various pages will be renamed and restructured.

If you have any queries regarding these updates, please feel free to contact us at [survey-support@qut.edu.au](mailto:survey-support@qut.edu.au).