

## **2017 Archive: Key Survey News & Updates**

### **23/11/2017 - Key Survey Updates**

#### *Walk-In Sessions and Workshops 2018:*

Two new Key Survey Walk-In sessions have been scheduled for next Thursday and Friday. If you would like to attend please feel free to simply drop in during these times. You can find information regarding these sessions on the [Workshops page](#) online.

Workshops for 2018 will be published for viewing **before Limited Service** in December.

#### *New Templates and PIFs*

Two new Visual Templates have been added to all Key Survey accounts under a new folder "QUT Responsive Templates":

- **QUT Flexible 2017:** QUT's new look-and-feel
- **QUT Lite...**: The same flexible theme, without HD background images

These themes have been designed and tested to work across multiple devices including tablets and phones. Tweaking may be required if you wish to override an older survey design with the new ones. Please feel free to try these and send screenshots of any significant issues to [survey-support@qut.edu.au](mailto:survey-support@qut.edu.au).

Older QUT Themes can still be found under the folder "QUT Classic Templates" and should be used for desktop only (unless specified for Mobile-Only)

In addition, technically updated PIF templates are currently in development and will go online by the end of the week. More information will be released once the new files go online.

### **31/10/2017 - Limited Service Update**

Key Survey will go into Limited Service between the 4th and 14th November. During this time, the system will continue to run as normal however most questions regarding survey development (including consultation requests) cannot be answered until after Limited Service is ended.

You can find full details about 2017's upcoming disruptions on the [Client Service Disruption Dates](#) page.

If you have any questions about this notice, please feel free to contact [survey-support@qut.edu.au](mailto:survey-support@qut.edu.au).

## **09/08/2017 - Key Survey News**

### *Full Client Service Resumes:*

Key Survey client services have now resumed. Please feel free to contact Survey-Support email or phone numbers if you have any survey related queries.

### *Development 2 Workshop Issue Resolved:*

A number of users have reported that the next Key Survey Development 2 workshop link would not allow registrations. This issue has now been resolved so please feel free to register for this class at any time.

### *Key Survey Upgrade:*

Key Survey was successfully upgraded to v8.17 on **Wednesday 26th July**. If you are encountering any issues that emptying your browser cache can't fix, please let us know and we will investigate.

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

## **06/07/2017 - Key Survey Semester 2**

We would just like to announce the following updates:

### **Key Survey Workshops - Semester 2**

We have now posted the official workshop dates and times for Semester 2. Please feel free to visit the [Workshops page](#) online for further details.

Registrations for Semester 2 will not open until, Monday 17th July at 9:30am.

### **Limited Service - July - August**

A short period of "[Limited Service or Limited Client Support](#)" is scheduled to take place on Friday 28th July. Full service will resume on Wednesday 9th August.

The server as well as your surveys and accounts will continue to run during this time. You can obtain more information about [Limited Service](#) by following this link.

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

## **14/03/2017 - Key Survey Updates**

### **Key Survey has now been upgraded to v8.13**

If you are an existing user and you are experiencing display issues after the upgrade, you can resolve it by performing one of the following:

1. Refreshing each affected page (press F5 or CMD+R for Mac) once; OR
2. Clearing your browser cache.

Instructions for clearing the cache differs depending on your browser. We have provided external links to instructional guides (for March 2017 versions - all open in new windows/tabs) below:

- [Firefox](#)
- [Chrome](#)
- [Mac OS - Safari](#)
- [Internet Explorer 11](#)

If you experience other issues please contact [survey-support@qut.edu.au](mailto:survey-support@qut.edu.au) for further assistance.

### **Key Survey Development 3 Workshop Rescheduled**

Due to unforeseen circumstances, the Key Survey Development 3 workshop was moved from Friday 10th to Wednesday 15th March.

For further information regarding this workshop's time and place please visit the [Workshops page](#) online.

## **09/02/2017 - Key Survey Updates**

### ***Full Service Resumes:***

Key Survey client services have now fully resumed. If you have any Key Survey queries or wish to request a consultation please feel free to contact [survey-support@qut.edu.au](mailto:survey-support@qut.edu.au). Please bear with us for the first few days as our primary support person catches up on recent events.

### ***New Walk In Sessions - February***

Two new Key Survey Walk-In sessions have been scheduled for next Thursday and Friday. If you would like to attend please feel free to simply drop in during these times. You can find information regarding these sessions on the [Workshops page](#) online.