Consultation surveys – User guide

A consultation package, including ready-made surveys, is available to support school leaders to implement the [Student Use of Digital Devices and Online Services Policy](https://policies.education.nsw.gov.au/policy-library/policies/pd-2020-0471.).

In 2020, schools must update or develop a school procedure to reflect the new policy requirements. Consultation with students, parents, carers, and school staff informs the school procedure. Students may be represented by their Student Representative Council and parents and carers by the school's Parents & Citizens association as appropriate.

This guide is designed to support you to access and use surveys to inform your decision on a school procedure.

The surveys combine open and closed-ended questions allowing respondents to provide feedback in their own words as well as choose from a list of pre-selected options.

Be clear about what aspects of the procedure the school community can influence, and of what parts you are simply informing them. If people can't influence or change anything, they should be made aware.

Keep the school community informed, listen to and acknowledge their concerns. Provide feedback on how their input has influenced decisions and is directly reflected in the final school procedure.

# ****Contact**** ****details****

**Email**: [devicesinschools@det.nsw.edu.au](mailto:devicesinschools@det.nsw.edu.au)

# Overview

This document works in conjunction with the Consultation survey - Analysis guide and the Appendix that details the survey questions. Find these documents on the [Digital Citizenship website](https://www.digitalcitizenship.nsw.edu.au/articles/student-use-of-digital-devices-and-online-services).

Gather the views of your school community on how the policy can best be applied at your school using three ready-made surveys available as either Microsoft or Google Form templates.

Microsoft and Google Forms provide two ways of analysing data:

* A visual summary of the survey responses
* Spreadsheet – where each line of the spreadsheet is an individual response.

|  |  |  |
| --- | --- | --- |
| School Staff | Students | Parents/Carers |
| 1. Introduction 2. About you 3. Technology & digital skills 4. Our school's approach to devices\* 5. Learning & teaching 6. Responsibilities & obligations\* 7. Open feedback | 1. Introduction 2. About you 3. Our school's approach to devices\* 4. Learning with technology 5. My responsibilities\* 6. Open feedback | 1. Introduction 2. About my school-age child/children 3. Our school's approach to devices\* 4. Digital technology use at our school 5. Adjustments & exemptions\* 6. Learning at home 7. Responsibilities & obligations\* 8. Open feedback |

\*Mandatory to adhere to policy requirements.

## Using the templates

The rest of this document instructs you on how to access, adapt, distribute and then analyse the results.

Go to:

[Google Form instructions](#_Google_Form_instructions)

[Microsoft Forms instructions](#_Microsoft_Form_instructions)

# Google Form instructions

Staff G Suite for Education accounts end in @education.nsw.gov.au, which is important to note when logging on to access Google Form templates.

## Access

1. Open the [Department of Education Google Forms Templates Gallery](https://docs.google.com/forms/u/0/?ftv=1&folder=0AGMqMeV-XfeBUk9PVA&tgif=d)
2. If prompted, sign in with your department G Suite for Education account
3. Choose the template you wish to use and it will be added to your own personal Google Drive

Option - [Share your Form with collaborators](https://support.google.com/docs/answer/2917111?hl=en) so they can edit the Form and view responses.

All members of the group own files in a [Google Shared Drive](https://app.education.nsw.gov.au/digital-learning-selector/LearningTool/Card/96#.X4a_qOYFl9Y.link). Consider dragging and dropping the Google Form into a Google Shared Drive.

## Adapt

Once copied, adapt the surveys to suit your school context.

Keep the mandatory questions. Consider deleting or modifying optional questions and adding additional questions.

Additional adaptions:

* Update the name of the Form
* Change the colour scheme to suit your school
* Add your school banner and logo
* Delete primary or secondary school questions
* Remove references to a BYOD program if it is not relevant.

## Distribute

Test distribution of your survey on a few colleagues and parents.

### Before you distribute

#### Permissions

All Google Forms created using Department accounts can only be accessed by people with Department accounts. To ensure that access to the survey is not limited you will need to change the settings.

1. On the top right of the Form click the cog to open the Settings menu.
2. Uncheck the box next to, 'Restrict to users in NSW Department of Education and its trusted organisations'.

#### Setting a window for the survey

Communicate starting and closing dates for your survey.

Turn the form off once it is closed

1. Open the Google Form and click on the Responses tab.
2. Toggle the 'Accepting responses' option off.

### How to distribute

Consider the needs of your audience when distributing the survey. You have access to different communication platforms that you could use to do this.

Click the SEND button on the top of the Form to choose from one of three options to distribute your survey:

1. In an email
2. As a hyperlink on an online platform
3. Embedded in an online platform.

## Analyse

Find meaningful answers and insights from your survey responses.

View summary charts of the data on the Responses tab and click through individual answers. The charts can be projected to a computer screen for a team to discuss.

### The Responses tab

1. Click the Responses tab to access a summary of responses to the survey.
2. Using a Google Form, click on the green icon with a cross on it to export the responses to a Google Sheet for detailed analysis.

This Google Sheet will update automatically as new responses come in. All collaborators will be able to view the responses. If you download the spreadsheet to your computer, it will not automatically update.

Use the print function in your web browser menu to print the charts on the Responses tab.

### Google Sheets

Spreadsheets have a variety of functions to support analysis. These include: creating charts and graphs, sorting and filtering data, counts and percentages and if you're an advanced user, adding a PivotChart.

#### Create charts and graphs

Highlight data and click Insert from the menu and then Chart. For additional support visit:

* [Add and edit a chart or graph](https://support.google.com/docs/answer/63824?co=GENIE.Platform%3DDesktop&hl=en).
* [Customise tables and charts.](https://support.google.com/google-ads/answer/6306916?hl=en)

#### Sort, filter and slice data

* [Sort and filter your data](https://support.google.com/docs/answer/3540681?hl=en-GB) by alphabetical or numerical order. Find the sort button in the Data tab.
* Slicing data allows you to break down the information in the spreadsheet into smaller parts to examine from different viewpoints. Learn how to [Filter charts and tables with Slicers](https://support.google.com/docs/answer/9245556?hl=en).

#### Counts and percentages

* Use the [COUNTIFS](https://support.google.com/docs/answer/3256550) function to count the number of cells that meet specific criteria. The questions that use a Likert scale - strongly disagree to strongly agree - suit the use of the COUNTIFS function. For example, count the number of responses that used the scale 1, 2, 3, 4, 5 or 6. This function can also count text or word responses which are useful for any of the questions with structured responses.
* Calculate percentages by using the total responses from your COUNTIF compared to the number of total responses. It will be useful when reporting on the data. Learn more at [TO\_PERCENT](https://support.google.com/docs/answer/3094284?hl=en) and [PERCENTILE function](https://support.google.com/docs/answer/3094093?hl=en).

#### PivotTables and PivotCharts

When exploring data such as creating a PivotTable, work on a copy of your data, not the original file!

* For advanced users, PivotTables and PivotCharts are a powerful tool to assist with data exploration and identifying data patterns and trends. Learn more at [Create and use pivot tables](https://support.google.com/docs/answer/1272900?co=GENIE.Platform%3DDesktop&hl=en).

[Go to Spreadsheet Tips](#_Spreadsheet_Tips).

# Microsoft Form instructions

## Access

1. Click on the following links to make a copy of the Microsoft Forms templates:
   1. [Microsoft School Staff Survey](https://forms.office.com/Pages/ShareFormPage.aspx?id=muagBYpBwUecJZOHJhv5kaIBRF9B3VlKi1jRhEC5ihRUNkhGRjlZRkNSSEhLOU43TlZaVjJBVTJENiQlQCN0PWcu&sharetoken=2XsPXXDqrfFUT1VsKntL)
   2. [Microsoft Student Survey](https://forms.office.com/Pages/ShareFormPage.aspx?id=muagBYpBwUecJZOHJhv5kaIBRF9B3VlKi1jRhEC5ihRUOEo3VUpNMEhSTDY4ODJHNU42TTAzVU1FOSQlQCN0PWcu&sharetoken=MCYgOATjoVnPpxhssnfc)
   3. [Microsoft Parents/Carers Survey](https://forms.office.com/Pages/ShareFormPage.aspx?id=muagBYpBwUecJZOHJhv5kaIBRF9B3VlKi1jRhEC5ihRUOUdTUUdUR1hUQjdORFhCV1ozTTRaRTRRQiQlQCN0PWcu&sharetoken=HAQIUNR8sQlhN81ospN7)
2. If prompted, sign in with your Department Office 365 account (your email address).
3. Duplicate the template you wish to use and it will be added to your own personal Microsoft OneDrive.
4. From your OneDrive you can adapt the template for your school.

Option - [Share a Form to collaborate](https://support.microsoft.com/en-us/office/share-a-form-to-collaborate-d5bb5cf0-8401-4c15-bb8c-8e108cd7e69b) so they can edit the survey and view responses.

Share ownership of the spreadsheet to ensure multiple owners and sustain access by all members of a Team.

1. Google [Set up a Google Shared Drive](https://support.google.com/a/users/answer/9310249?hl=en); [Add files and folders to a Shared Drive](https://support.google.com/a/users/answer/9310154?hl=en). Note – Your Google Form cannot be copied to a Shared Drive. Either [add collaborators](https://support.google.com/docs/answer/2917111?hl=en) or [change ownership of the Form](https://support.google.com/drive/answer/2494892?co=GENIE.Platform%3DDesktop&hl=en).
2. Microsoft [Create a Microsoft team from scratch](https://support.microsoft.com/en-us/office/create-a-team-from-scratch-174adf5f-846b-4780-b765-de1a0a737e2b); [Work with colleagues to create, edit and review Forms in Microsoft Teams](https://support.microsoft.com/en-us/office/work-with-colleagues-to-create-edit-and-review-forms-in-microsoft-teams-333b97a3-41d9-48bc-a1cb-84a96bd44e14).

## Adapt

Once copied, adapt the surveys to suit your school context.

Keep the mandatory questions. Consider deleting or modifying optional questions and adding additional questions.

Additional adaptions:

* Update the name of the Form
* Change the colour scheme to suit your school
* Add your school banner and logo
* Delete primary or secondary school questions
* Remove references to a BYOD program if it is not relevant.

## Distribute

Test distribution of your survey on a few colleagues and parents.

### Before you distribute

#### Permissions

All Microsoft Forms created using Department accounts can only be accessed by people with Department accounts. To ensure that access to the survey is not limited you will need to change the settings.

There are two ways to change the sharing permissions in Microsoft Forms:

1. On the top right of the Form click the Share button to open the Sharing menu.
2. Under the heading, 'Send and collect responses', use the down arrow to change from, 'Only people in my organisation can respond', to, 'Anyone with the link can respond'.

or

1. Click on the three ellipses (…) on the right of the Share button and click on Settings.
2. Uncheck the box next to, 'Only people in my organisation can respond'.

#### Setting a window for the survey

Communicate starting and closing dates for your survey.

1. Open the Microsoft Form and select the three ellipses (…) next to Share, then select Settings.
2. Select Start date and End date to choose a time window when you will be accepting submissions for this Form.

### How to distribute

Consider the needs of your audience when distributing the survey. You have access to different communication platforms that you could use to do this.

Click the Share button on the top of the Form to choose from one of four options to distribute your survey:

1. As a hyperlink on an online platform
2. As a QR code
3. Embedded in an online platform
4. In an email.

## Analyse

Find meaningful answers and insights from your survey responses.

View summary charts of the data on the Responses tab and click through individual answers. The charts can be projected to a computer screen for a team to discuss.

## Responses tab

Click the Responses tab to access a visual summary of responses to the survey.

Click on the Excel icon to export the responses to an Excel Spreadsheet for analysis.

This Excel Spreadsheet will update automatically as new responses come in. All collaborators will be able to view the responses. If you download the spreadsheet to your computer, it will not automatically update.

Print a summary of responses Select More options (…), then Print Summary to print them out.

### Spreadsheet

Spreadsheets have a variety of functions to support analysis. These include, creating charts and graphs, sorting and filtering data, counts and percentages and if you're an advanced user, adding a PivotChart.

For additional help, visit the links to Microsoft support throughout this document.

1. Download a copy of each closed survey as a spreadsheet.
2. Save in a shared drive so other staff may access.
3. Use a naming convention that will identify the date the survey data was collected.

#### Create charts and graphs

Highlight a column of data and click Insert from the menu and then Chart. For additional support visit:

* + [Select data for a chart](https://support.microsoft.com/en-us/office/select-data-for-a-chart-5fca57b7-8c52-4e09-979a-631085113862).
  + [Available chart types in Office](https://support.microsoft.com/en-us/office/available-chart-types-in-office-a6187218-807e-4103-9e0a-27cdb19afb90).
  + [Create a chart from start to finish](https://support.microsoft.com/en-us/office/create-a-chart-from-start-to-finish-0baf399e-dd61-4e18-8a73-b3fd5d5680c2).

#### Sort, filter and slice data

* Find the sort button in the Data tab to [Sort data in a range or table](https://support.microsoft.com/en-us/office/sort-data-in-a-range-or-table-62d0b95d-2a90-4610-a6ae-2e545c4a4654) by alphabetical or numerical order.
* Filter to focus on specific data and hide the rest. Find filter in the Data menu tab. Highlight a column or row of data and then click, filter. Clear a filter to redisplay all of the data. Learn more at [Filter data in a range or table](https://support.microsoft.com/en-us/office/filter-data-in-a-range-or-table-01832226-31b5-4568-8806-38c37dcc180e).
* [Use Slicers to filter data](https://support.microsoft.com/en-us/office/use-slicers-to-filter-data-249f966b-a9d5-4b0f-b31a-12651785d29d) to break down the information in the spreadsheet into smaller parts to examine from different viewpoints.

#### Counts and percentages

* Count the number of cells that meet specific criteria using the [COUNTIF function](https://support.microsoft.com/en-us/office/countif-function-e0de10c6-f885-4e71-abb4-1f464816df34). The questions that use the scale, strongly disagree to strongly agree would suit the use of the COUNTIFS function. For example, count the number of responses that used the scale 1, 2, 3, 4, 5 or 6. This function can also count text or word responses which are useful for any of the questions with set responses.
* Calculate percentages by using the total responses from your COUNTIF compared to the number of total responses. It will be useful when reporting on the data. Learn more at [How to do percentages in Excel](https://www.microsoft.com/en-us/microsoft-365/blog/2011/08/02/how-to-do-percentages-in-excel/); [Format numbers as percentages](https://support.microsoft.com/en-us/office/format-numbers-as-percentages-de49167b-d603-4450-bcaa-31fba6c7b6b4?ocmsassetid=hp010342435&correlationid=f25e3ab1-7937-4bdc-9cbe-1f6c98ded4b1&ui=en-us&rs=en-us&ad=us#__toc303956879).

#### PivotTables and PivotCharts

When exploring data such as creating a PivotTable, work on a copy of your data, not the original file!

* 1. For advanced users, Excel allows the creation of PivotTables and PivotCharts, a powerful tool to assist with data exploration and identifying data patterns and trends. Learn more at [Overview of PivotTables and PivotCharts](https://support.microsoft.com/en-us/office/overview-of-pivottables-and-pivotcharts-527c8fa3-02c0-445a-a2db-7794676bce96) and [Create a PivotTable to analyse worksheet data](https://support.microsoft.com/en-us/office/create-a-pivottable-to-analyze-worksheet-data-a9a84538-bfe9-40a9-a8e9-f99134456576)­.

# Spreadsheet Tips

These tips will help you be more efficient when using spreadsheets!

1. Never perform analysis on the master copy of your data. **Make a copy!**
2. Transfer ownership of a Form to a person or group. Note, sharing a folder in Google does not make members of the folder an owner of the file. The owner of the file can still delete the Form or change permissions. Ensure your files are owned by staff at your school.
   1. Google [Make someone else the owner of your file](https://support.google.com/drive/answer/2494892?co=GENIE.Platform%3DDesktop&hl=en)
   2. Microsoft [Transfer ownership of a Form](https://support.microsoft.com/en-us/office/transfer-ownership-of-a-form-921a6361-a4e5-44ea-bce9-c4ed63aa54b4).
3. **Freeze Headers** for scrolling. To keep the headings at the top of your spreadsheet as you scroll down, use the Freeze function in the View tab.
   1. Google [Freeze or merge rows and columns](https://support.google.com/docs/answer/9060449?hl=en&co=GENIE.Platform=Desktop)
   2. Microsoft [Freeze panes to lock rows and columns](https://support.microsoft.com/en-us/office/freeze-panes-to-lock-rows-and-columns-dab2ffc9-020d-4026-8121-67dd25f2508f).
4. **Shortcut – Select All data** in columns or rows quickly by using these shortcuts:
   1. Google – Click in the first cell you want to select and hold down **Ctrl+Space**  for the whole column. To select all data in a row hold down **Shift+Space.**
   2. Microsoft – Click in the first cell you want to select and hold down **Ctrl+Shift** and an **arrow**. **Ctrl+˄** to select all the data above, **Ctrl+˅** for all the data below and **Ctrl+˂** and **Ctrl+˃** for all data to the left or right.
5. **Count the number of cells** that are not empty in a range. Use the COUNTA function to find out how many respondents left answers to the free text questions.
   1. Google [COUNTA](https://support.google.com/docs/answer/3093991?hl=en)
   2. Microsoft [COUNTA function](https://support.microsoft.com/en-us/office/counta-function-7dc98875-d5c1-46f1-9a82-53f3219e2509).
6. **Don't average words!** Another name for data that are text or words is nominal data. The appropriate way to analyse nominal data is with counts and percentages. See Counts and percentages section above for links to Google and Microsoft support.
7. Lock cells to prevent unwanted changes. While collaborating with others can be positive, protect the data you don't want to be changed before sharing your files. Go to the Data tab and click on **Protected sheets** and ranges.
   1. Google [Protect, hide and edit sheets](https://support.google.com/docs/answer/1218656?co=GENIE.Platform%3DDesktop&hl=enhttps://support.google.com/docs/answer/1218656?co=GENIE.Platform%3DDesktop&hl=en)
   2. Microsoft [Protect a workbook](https://support.microsoft.com/en-us/office/protect-a-workbook-7e365a4d-3e89-4616-84ca-1931257c1517).

# Review process

Principals are accountable for periodic review of their school procedure.

Re-distribute your survey using the same methods as above.

If you want to change where the survey responses end up for each review, you can use the same Form in Google Forms and [change the response destination](https://support.google.com/docs/answer/2917686?hl=en).

Share a Microsoft Form as a template. It will create a new spreadsheet for the new Form, [Microsoft Share a form or quiz as a template](https://support.microsoft.com/en-us/office/share-a-form-or-quiz-as-a-template-82ea9d8a-260a-47a0-afdb-497f3d746e3f).

Note, when files belong to an individual, it can be difficult to sustain access. Ensure files are shared appropriately using the support links below.

Transfer ownership of a Form to a person or group. Note, sharing a folder in Google does not make members of the folder an owner of the file. The owner of the file can still delete the Form or change permissions. Ensure your files are owned by staff at your school.

* 1. Google [Make someone else the owner of your file](https://support.google.com/drive/answer/2494892?co=GENIE.Platform%3DDesktop&hl=en)
  2. Microsoft [Transfer ownership of a Form](https://support.microsoft.com/en-us/office/transfer-ownership-of-a-form-921a6361-a4e5-44ea-bce9-c4ed63aa54b4).