Entering Paper Survey Responses

Once you have collected paper survey responses, you can enter them using the Project Outcome survey management tool.

First, go to the survey management page and locate the correct survey from the list. If you do not see the survey right away, remember to use the filters and keyword search to help locate the survey.

At the top of the survey detail page, you can view the number of survey responses received to date. Online survey responses will be included in this number as they are received, if you are administering the online version of the survey. Paper survey responses will be added to this number as you enter the survey response data into the system.

To the right of the survey responses count is a box to enter attendance. If you know it, enter the attendance for your program here. Entering the attendance will allow the system to calculate a response rate, which will later appear in your PDF Summary reports.

Underneath the survey name, scroll down and click the Enter Paper Responses header. This will take you directly to the survey detail page, and will open the tab to enter paper responses.

In the section to Enter Paper Responses, there are three options for entering paper survey data.

1) Enter Responses Individually

The first option is to enter paper responses one at a time using a traditional web form. When you click the orange button that says "enter responses online," the form will appear in a new tab outside of the survey page. It will look very similar to the online survey form that patrons see, but the response will be coded as a paper response in the system.

First, begin selecting the correct response for each question. Then, type in the responses to the open-ended questions in the text boxes below those questions. If a patron skipped answering a question or did not provide an open-ended response, simply leave that response blank. Additional questions will be included at the end of the survey response form.

If you have another paper survey to enter, this process must be repeated. If you are done entering surveys, click "Send Answers." Once your responses are submitted, they will appear in your survey management page.

2) Bulk Entry Form

Another option is to enter multiple responses using the bulk entry form online. To choose this option, click the link to "Copy URL" and paste it into your browser in a new tab or window. The bulk entry form link does not require a Project Outcome login, so it can be easily shared with staff or volunteers.

The bulk entry form is similar to a spreadsheet. The survey questions appear as headers across the top. Each response will be entered using a new row. Responses must be entered manually, but you can submit multiple responses using the same form.

Click the dropdown menu in each column to select the paper survey response for that question.

Type in any open-ended responses in the text boxes below those questions. If a patron skipped answering a question or did not provide an open-ended response, simply leave that response blank. However, you must select both a date and a location for each survey response row.

Click the Add Response button to add a new row for each additional response you wish to enter. It is recommended to enter and submit responses in smaller batches to minimize data entry error.

Once you have entered all of the responses, click the "Submit Responses" button to add the responses to the system. Then click "ok" to confirm. Once your responses are submitted, they will appear in your survey management page.
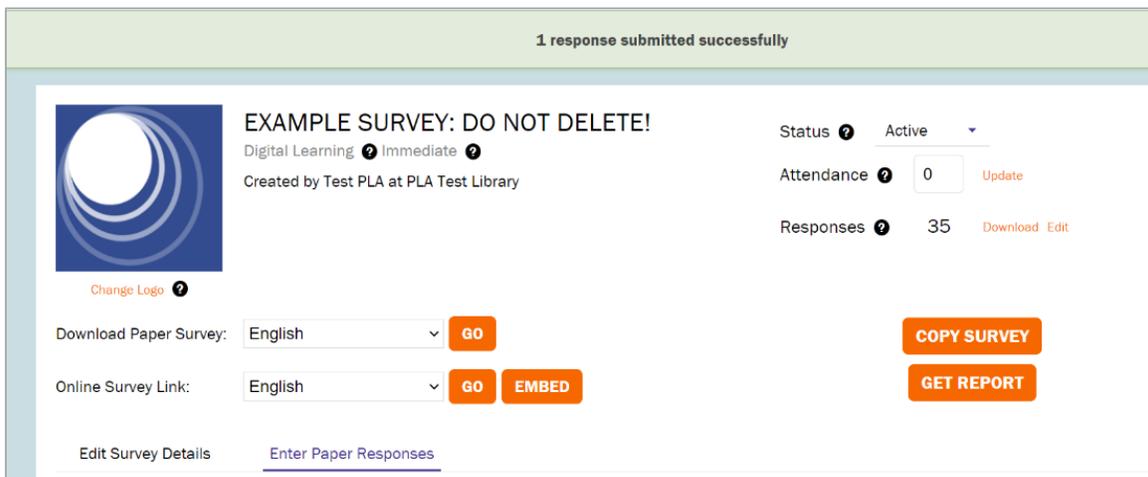
3) Bulk Upload Template

The third option is to download the bulk upload template and enter all of your survey responses. This template is unique to each survey you create and it will include any additional questions you added.

In the spreadsheet, first enter the date for each response. Then use the dropdown menu in each cell to select the patron responses for questions 1-4 and enter the text responses for the open-ended questions. If a patron skipped answering a question or did not provide an open-ended response, select N/A as the spreadsheet will not upload correctly if cells are left blank. When you have entered all your data, you will be able to upload the completed spreadsheet into Project Outcome.

If responses have not been entered correctly, you will get an error message when you try to upload the data. If you are collecting responses via another survey tool (such as Survey Monkey or Qualtrics), make sure the responses *exactly* match the formatting of the template.

Survey responses are available for reports and dashboards as soon as they are submitted to the system.

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