

2019 School Satisfaction Survey for Parents and Carers

Frequently Asked Questions

When should I complete the survey?

The 2019 Satisfaction Survey for all parents and carers will be open from 13 August to 2 September 2019.

Who should complete the survey?

All parents and carers with one or more students at a Canberra public school should complete the survey questionnaire. A questionnaire should be completed for each child (attending a Canberra public school) in the family.

How do I access the online survey?

The direct link is as follows: https://acteducation.au1.qualtrics.com/jfe/form/SV_6LosQ3xQfheARzn.

To access the survey, please type the address above into your web browser. You will be asked to enter your survey reference number (SRN) for your child and our school code which is **MHDS**. The SRN was provided in the satisfaction survey invitation.

What is Qualtrics?

This year the Education Directorate is using the online Qualtrics Experience Management Platform to host the School Satisfaction Surveys. The move to Qualtrics has enabled the Directorate to build a more sophisticated system which facilitates more accurate and streamlined data collection and richer reporting options.

What is the school code?

Parents will also need our school code which is: **MHDS** to access the survey.

Does the SRN identify me or my child?

Yes, however, no personal information will be provided to any school or college. Your identified responses will be handled in accordance with the Territory Privacy Principles set out in the *Information Privacy Act 2014*.

Is the survey confidential?

Yes. Your responses will be handled in accordance with the Territory Privacy Principles set out in the *Information Privacy Act 2014*.



I lost or never received the satisfaction survey email/letter. Can I get a new email/letter?

Yes. Replacement letters can be provided on request.

Can I use the SRN more than once?

No. Each SRN can only be used once. You should have received a letter or email (which includes the SRN) for each child in your family. Replacement letters can be provided on request.

I only did half the survey, how do I go back to the survey to complete it?

Please return to the online survey using the details provided in your survey invitation. Once you have completed the survey you will not be able to access it again.

I do not have access to the internet at home or don't feel confident using the internet. How can I complete the survey?

Parents may have the option to complete the survey online at school or they can complete a paper version of the questionnaire.

The URL doesn't work, what should I do?

Please check that the survey link is correct (as stated above). Send the link above via email if possible. If you are accessing the survey from behind a firewall (or have an internet content filter) access may be restricted. Please make sure you have cookies enabled and java script enabled on the computer you are using. It may help to use a different internet browser. If you still cannot solve the problem offer parents the option of completing the survey at school or completing a paper version.

The SRN will not allow me to access the survey?

Please check the SRN is being typed in correctly and there is no leading zero's. Try using the SRN with a 'B' added to the end. If that doesn't work, please contact your school survey administrator or ACT Project Manager. Also, please check the school code is correct and typed in capital letters.

