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1 What does the Swift survey tool do?

Swift is a survey tool designed primarily for gathering student feedback, but can be used by any member of the University for any University-related activities. Swift is integrated with CamTools, making it easy to survey students who are already members of a CamTools site. It is also possible to survey other groups, or to share the web address (URL) of the survey, and invite anyone to respond.

2 How to get a Swift survey tool account

Please contact the CamTools Helpdesk to arrange for a Swift account to be set up. If you are running student feedback surveys on behalf of a Department, Faculty or College, please let us know, and we will set up a shared account and password for your institution. This is so that you can safely share your SWIFT account with your colleagues.

3 Swift surveys – an overview

A Survey consists of three things – a set of questions, a timescale (start and end date) and a group of recipients. A set of questions is known as a Questionnaire template. Once you have created a template it can be re-used in future surveys. Creating and running a survey has therefore three steps:

- One – Choose a previous questionnaire template, or create a new one
- Two - Choose the start and end dates for your survey, and other settings
- Three - Choose the people you want to answer the questions

Your Survey will automatically become available to the recipients on the opening date you choose, and will then automatically close on the closing date. You can then go and view the responses.

4 Using SWIFT

4.1 Logging in and accessing SWIFT

Go to CamTools – http://camtools.cam.ac.uk
If you are using a shared SWIFT account click the Friends Login button and log in with your SWIFT ID. If you want to run a personal survey from your Raven account, log in with Raven as usual.
1. Choose the Personal Tools option from the top right-hand menu.
2. You will now see the Swift Survey Tool in the left hand tool menu.
3. Click on Survey Tool.
4. Swift opens on your home page – the Survey Dashboard.
There are two other areas available from your home page - My Surveys and Questionnaire Templates. These are explained below.

4.2 The Survey dashboard

The survey dashboard shows your recently completed, current and forthcoming surveys. If you need to respond to a survey it may be listed in the left-hand column.

To delete a survey, click the Remove link beside it.

Deleting surveys cannot be undone, and the survey results are lost.

5 Working with Questionnaire Templates

You create, edit, preview or delete your questionnaire templates in the Questionnaire Templates page. The page will show you a list of all your questionnaire templates and the date they were last changed.

You can only edit and delete questionnaire templates that are not being used by a current or closed survey.
5.1 Previewing a questionnaire template

To preview a questionnaire, click the Preview link beside it.

You can email this preview to colleagues to check over your proposed questionnaire by emailing them the 'Web link' for that questionnaire.

5.2 Deleting a questionnaire template

To delete a questionnaire, click the Remove link.

5.3 Copying a questionnaire template

To create a copy of an existing questionnaire template, click the Copy link beside the questionnaire and rename the copy that appears beneath it.
You can add or delete questions from the copy without affecting the original, but if you edit a question in the copy, it will be changed in the original as well (and vice versa).

5.4 Creating a new questionnaire template

1. To create a new questionnaire template click **Create new questionnaire**.
2. Give your template a title and add any notes (respondents won't see these).
3. Click the **Next** button.

Your new blank questionnaire template has now been created and saved, and you can add, edit or delete questions using the 'Edit Questionnaire Template' screen.

5.5 Editing a questionnaire template

You don't need to save your changes when editing a questionnaire – they are saved automatically.

To edit an existing questionnaire click the **Edit** link next to the questionnaire template. The edit screen also opens when you create a new questionnaire template.
As you add questions to your template, the screen will show you an overview of the questions in the current template.

To preview, edit or remove a question, click on the appropriate link next to the question. You can reorder the questions by either dragging them into the desired order, or by renumbering them, and then clicking the **Save New Order** button at the top of the page.

### 5.5.1 Adding questions

In the 'Edit Questionnaire Template' screen, you see 'Add an item' towards the top of the page, together with a drop-down list. Choose the type of question you want to add from the drop-down list and click the **Add** button.

#### 5.5.1.1 Headings or instructions

A heading or instruction is used to add to a Questionnaire some additional text that is not directly linked to a question.

Choose the 'Heading/Instruction' option from the drop-down list, and click the **Add** button. Type your heading or instruction in the text box. You can use the formatting buttons to adjust the appearance of the text, and include images and web links.
Click the Save button to add your new heading to the questionnaire.

5.5.1.2 Rating scale questions

Adding a rating scale question allows your respondents to choose only one answer from a list of options on a scale (such as selecting whether a course was Excellent, Good, Adequate, Inadequate, Unsatisfactory).

1. To add a rating scale question, select the rating scale option from the drop-down list, and click the Add button.
2. Type your question in the 'question text' box.
3. Select the rating scale from the choices in the 'Scale' drop-down.
4. Choose how you would like your question to be displayed to the respondents.
You can choose between a numbers of display settings, including:

- **Compact layout** - this shows text only for the points at the end of the scale.

  ![Compact layout example](image)

- **Compact layout + colours** - as above, but with a coloured background indicating which is the 'best' response (green).

  ![Compact layout + colours example](image)

- **Full width** - this shows the text for every point on the scale, spread out across the full width of the page.

  ![Full width example](image)

- **Full width + colours** - as above, but with a coloured background indicating which is the 'best' response.

  ![Full width + colours example](image)

- **Stepped** - this shows the text for every point on the scale, but takes up more room vertically than it does horizontally.

  ![Stepped example](image)
• Stepped + colours - as above, but with a coloured background indicating which is the 'best' response.

![Stepped + colours scale](image)

7. How useful was the course for you?

• Vertical - this shows the text for every point on the scale, with one below the other.

![Vertical scale](image)

8. How useful was the course for you?

  - Not useful
  - Somewhat useful
  - Moderately useful
  - Useful
  - Very useful

5. If you would like your respondents to have the option to tick a ‘not applicable’ box, tick the **Include a ‘not applicable’** option.

6. If you would like your respondents to have the option to add extra comments to their rating, tick the **Include comment box** option.

7. If you would like to make answers to that question compulsory, tick the **Compulsory** option.
8. Click **Save** to save your new question.

Click on the symbols on the right to preview, edit or remove the questions.

### 5.5.1.3 Multiple-choice (single-answer) questions

A multiple-choice question allows your respondents to choose only one answer from a list (such as selecting which College they belong to).

1. Select the **Multiple Choice** option from the drop-down list, and click the **Add** button.
2. Type your question in the Item Text box.
3. Now enter your choices in the text boxes below. If you have more than two choices, click the **Add Scale Point** button to add more options.
4. Now choose how you would like your question to be displayed to the respondents. You can either have your options displayed in a vertical list or in a horizontal list across the full width of the page.
5. If you would like your respondents to have the option to tick a ‘not applicable’ box, tick the **Include a ‘not applicable’ option**.
6. If you would like your respondents to have the option to add extra comments to their rating, tick the **Include comment box** option.
7. If you would like to make answers to that question compulsory, tick the **Compulsory** option.
8 Click **Save** to save the question.

Click on one of the symbols on the right to preview, edit or remove the question.
5.5.1.4 Multiple-answer questions

Adding a multiple-answer question allows your respondents to choose several answers from the list (such as selecting which libraries they use).

1. Select the **Multiple Answer** option from the drop-down list, and click the **Add** button.
2. Type your question in the Item text box.
3. Now enter your choices in the text boxes below. If you have more than two choices, click the **Add Scale Point** button to add more options.
4. Now choose how you would like your question to be displayed to the respondents. You can either have your options displayed in a vertical list or in a horizontal list across the full width of the page.
5. If you would like your respondents to have the option to tick a ‘not applicable’ box, tick the **Include a ‘not applicable’ option**.
6. If you would like your respondents to have the option to add extra comments to their rating, tick the **Include comment box** option.
7. If you would like to make answers to that question compulsory, tick the **Compulsory** option.

![Add/Edit Item](image-url)
8. Click the **Save** button to save your new question.

Click on one of the symbols on the right to preview, edit or remove the question.

5.5.1.5 **Free text questions**

Adding a free text question allows the respondents to type whatever they like, such as making a comment about a course.

1. Select the **Free Text/Essay** option from the drop-down list, and click the **Add** button.
2. Type your question in the 'Item text' box.
3. Now choose how large a text box you would like to appear for this question. This does not limit the amount of text that the respondent can actually write.
4. If you would like your users to have the option to tick a ‘not applicable’ box so that they can skip this question in a survey that required all answers to be completed, tick the **Include a ‘not applicable’ option.**
5  Click the **Save** button to save your new question.

Click on one of the symbols on the right to preview, edit or remove the question.

6  **Running a survey**

Once you have created a questionnaire template, you can put together a survey.

6.1  **Start a new Survey (Step 1 of 4)**

1  Click the **Start a new survey** link at the top of any page.
2  Give your survey a title. You may also want to add in some instructions for the respondents. These will be displayed at the top of the survey.
3  Choose the questionnaire template that you wish to use for this survey.
4  Click **Next**.
6.2 Survey Settings (Step 2 of 4)

You will now choose the settings for your survey.

6.2.1 Survey Dates

Choose the start date and the closing date for your survey. You will be able to view the results of the survey after your closing date. You can close a survey early, or re-open it once it has been closed.
6.2.2 Question-level settings

If you would like your respondents to be able to leave questions blank, tick the **Allow questions to be left unanswered** option. (Respondents can always leave free text questions blank, even if you tick this option.) If you would like your respondents to be able to return and change their answers before the survey closes, tick the **Respondents may change their answers** option. This option only functions if you ask respondents to log in.

<table>
<thead>
<tr>
<th>Question-level settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Allow questions to be left unanswered</td>
</tr>
<tr>
<td>Respondents can still leave text questions unanswered if this isn’t ticked.</td>
</tr>
<tr>
<td>☑ Respondents may change their answers</td>
</tr>
</tbody>
</table>

6.2.3 Survey Administrative Settings

Choose whether you wish your respondents to log in to CamTools with their existing Raven or Friends IDs so that you can track them and send reminder emails, or whether they can respond anonymously without logging in.

<table>
<thead>
<tr>
<th>Survey Administrative Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you wish your respondents to log in with a password before they can take the survey?</td>
</tr>
<tr>
<td>Survey respondents</td>
</tr>
<tr>
<td>Log in with Raven</td>
</tr>
<tr>
<td>Don’t have to log in</td>
</tr>
</tbody>
</table>

6.2.4 Emails and Reminders

Respondents will receive an automatic email asking them to take a survey. To read and change the text of this email, click the **View and edit the notification email** link. To change the email text, click the **Edit email template** button at the very bottom of the preview screen, edit the text and click the **Save** button. There are several values in the text that will be replaced by the real values when the email goes out, including:

- `$URLtoTakeEval` - the link respondents click to take the survey. You must include this template value in your emails, or the respondents won't be able to take the survey
- `$EvalTitle` - the title of the survey
- `$EvalGroupTitle` - the name of the CamTools course or project invited to the survey
- `$EvalStartDate` - the starting date of the survey
- `$EvalDueDate` - the closing date of the survey

By default the system sends one reminder email 24hrs before the survey closes. If you wish to send more frequent reminders, change the reminder interval. You can also change the text of the reminder email in the same way that you change the notification email.
6.3 Assign survey to respondents (Step 3 of 4)

You can now choose to assign your survey to the 'Student' or 'Access' members of a CamTools site, survey an ad-hoc group who you have previously surveyed, or create a new ad-hoc group to survey. You can invite more than one group to take a survey at once.

To survey the access/student members in one or more existing CamTools sites:

1. Click **Assign to Survey Groups**.
2. You will see a list of the CamTools courses and projects whose members you can invite to take your surveys.
3. Tick the appropriate group or groups.

4. Click **Next**

If you want to survey students who are already members of a CamTools site, you will also need to add your Swift user name to that site as a 'Friend' and give them the 'Maintain' or 'Course Admin' role.

To survey an adhoc group of people via their email addresses:

1. Click **Assign to an Adhoc Group**.
2. Tick a previously created adhoc group.
If you want to create a new adhoc group instead of using an existing group:

1. Click Assign to an Adhoc Group.
2. Click Create a new Adhoc Group now.
3. Enter a name for your group. Do not leave this box empty.
4. Add the people that you want to survey. *Cambridge University members should always be added with just their CRSid's* (the bit before the @ in a @cam.ac.uk email address).
5. Click Create Adhoc Group to create your group.
6. Click **Back to Survey Group Assignments**
7. Click **Assign to an Adhoc Group** again.
8. Tick the group that you have just created.
9. Click **Next**

If you want to share the web address of the survey via your personal email or other means, you will still need to put in at least one email address as a recipient before the survey can run. Create an ad-hoc group containing only your own email address - you will get an email inviting you to take the survey, which you can then share with others.

### 6.4 Survey Confirmation (Step 4 of 4)

Check that the information on the confirmation screen is correct and then click **Finished** to create your survey.
If the survey is due to start on the day you created it, the invitation email will be sent out to recipients after a delay of approximately 15 minutes.

7 What the respondents see

Respondents will receive an email with your address as the sender, asking them to take a survey. The respondents will then click on a link in the email to see the survey itself. If you chose the 'log in to CamTools' option, the respondents will then need to log in with either Raven or their CamTools Friend ID before they are taken directly to the survey.

8 Your survey results

You can only see the results of your survey after the survey closes. You will receive an email to remind you that the survey has closed, with a link to your results page. Remember to log into CamTools with the survey ID to see the results. You can also see the results from inside Swift:

1. Go to the 'My Surveys' page.
2. You will see a list of completed surveys.

<table>
<thead>
<tr>
<th>Survey</th>
<th>View Results</th>
<th>Edit</th>
<th>Rename</th>
<th>Remove</th>
<th>Reminders</th>
<th>Recipients</th>
<th>Response Rate</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survey 1</td>
<td>View Results</td>
<td>Edit</td>
<td>Rename</td>
<td>Remove</td>
<td>Reminders</td>
<td>survey group 1</td>
<td>33% (1/3)</td>
<td>12-Jun-2012</td>
</tr>
<tr>
<td>FoW the course survey</td>
<td>View Results</td>
<td>Edit</td>
<td>Rename</td>
<td>Remove</td>
<td>Reminders</td>
<td>2</td>
<td>1/3</td>
<td>19-Jun-2012</td>
</tr>
</tbody>
</table>

3. Click on the View Results link by the appropriate survey.
4. If you asked more than one group of people to take the survey you will see a list of these groups. Select the groups whose responses you want to see.

5. You will see a basic HTML preview of your results.
To see the Excel, CSV or PDF version of the results, click the appropriate link at the top of the page.

A PDF version of the results; you might have to format the file.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
</tr>
</thead>
<tbody>
<tr>
<td>End of the course survey</td>
<td>Start Date</td>
<td>Closing Date</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participants: Adhoc test group, survey group 1</td>
<td>18/05/2012 16:41</td>
<td>19/05/2012 10:08</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course/Group</td>
<td>Course/Group</td>
<td>Course/Group</td>
<td>Course/Group</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heading/Instruction</td>
<td>Rating Scale Question</td>
<td>Comments:</td>
<td>Multiple Choice Question</td>
<td>Comments:</td>
<td>Multiple Answer Question</td>
<td></td>
</tr>
<tr>
<td>Dear students, This questionnaire will ask you to give feedback on the modules you have taken in this Term. Thank you in advance for your time and for taking part.</td>
<td>How useful was the course for you?</td>
<td>Which college do you belong to?</td>
<td>Do you use the following libraries:</td>
<td>University Library, Central Science Library</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Somewhat useful</td>
<td>N/A</td>
<td>University Library, Central Science Library</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Moderately useful</td>
<td>Corpus Christi</td>
<td>University Library, Central Science Library</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Useful</td>
<td>Churchill</td>
<td>University Library, Central Science Library</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

A PDF version of the results:
7 To see a list of the emails of the people who took your survey, click the **Who took this survey?** link.

If you do not choose a requirement for participants to log into Raven in order to complete the survey, you will not be able to see the list.

9 **My Surveys**
This screen gives you a listing of all the surveys you are running and have run. You can see:

- Partially written surveys
- Surveys ready for release
- Current surveys, with the number of responses received so far
- Completed surveys, with links to the results

To change the settings (instructions, closing date, or email settings) for a survey currently in progress, click the **Edit** link beside it.

To close a survey early, so that no more responses will be received, and you can see the results, click the **Close Now** link beside it.

To re-open a closed survey, so that people can continue sending in their responses, click the **Re-open** link beside it.