

Is the Online Survey Right for Us?

It is important to note right up front that surveying online does not mean that an ETC has less to do. The online survey tool is simply a method for rapid deployment, as well as ease of collecting and tracking data. Before you commit to surveying online for any given worksite, you must be able to answer “Yes” to the following seven questions:

1. Do a large majority (85%+) of the employees at my worksite(s) have an individual/unique email address and access to the Internet?
2. Can I communicate effectively by e-mail with those employees?
3. Is the corporate culture at my organization ready for an online survey?
4. Am I comfortable using my computer and standard tools for accessing the Internet, sending bulk email, and transferring data between email and spreadsheet programs?
5. Do I have the ability to identify and work with the people responsible for Internet use and email at my worksite?
6. Will I have the ability to sort employee email addresses by worksite (for multi-site employers only)?
7. Am I able to attend the required training in how to use the online survey?

If you can answer “yes” to each of the above questions then you have the ability to survey online.

You should also get the buy-in from your management and especially from your Information Technology/Systems (ITS) staff. Use the sample communication on the back of this page to discuss the technical requirements of electronic surveying.

(Over)

Sample Communication for Information Technology/Systems (ITS) Staff:

We have a State-mandated Transportation Survey coming up in (insert month). In past years we have had to use a Scantron/bubble format paper survey. This year, an Internet-based survey is available. Before I go ahead with final approvals, I wanted to see if you had any “red flags” regarding our use of this system.

The system is entirely web-based so we plan to communicate via email with a hyperlink and instructions. We do not have any need to store data or operate the system on our servers. The system is text-based, so bandwidth should not be a problem. The only real question that we need to ask is if we have any potential proxy server issues.

The system requires that users have:

- Individual email identifications
- Access to the Internet
- Microsoft Internet Explorer (IE) 4.x or Netscape 4.x or later

Connection to the survey is via a standard port (80).

If you would like to check the system out,

1. Go to <https://www.ctrsurvey.org>
2. Create a mock email address using @abc.com as the domain (example louis@abc.com) and click the “Login” function/line immediately below the email box
3. Complete the registration steps as guided by the system and “Select”
4. Finally complete the survey and click the “Submit” button at the bottom of the survey

Please give me your “go ahead” or let me know if you have any questions or concerns. If you have any technical questions contact Ed Hillsman, Washington State DOT, at hillsme@wsdot.wa.gov at your convenience.