



## Snap Online new features



Should you require any technical support for the Snap survey software or any assistance with software licences, training and SurveyShop research services please contact us at one of our offices.

Details can be found at [www.snapsurveys.com](http://www.snapsurveys.com) or under **About Snap 9** in the **Help** menu of the software.

# SNAP ONLINE NEW FEATURES

## User Installable Edition

Snap Online is now available as a User Installable Edition. This means that you can:

- run as many surveys as you like, when you like, at no extra cost
- brand Snap Online with your corporate identity
- manage security by ensuring that all Snap Online data is within your firewall.

## Iterative surveys

You can now set up one or more surveys that can be repeated a number of times by specified respondents. The respondents must be uniquely identified within a database. They can then log in to the survey in Snap Online. Snap Online will keep a record of how often that respondent has completed the survey, and which variations have been completed.

## Panel projects

You can now link a panel of respondents to a selection of surveys. You set details of the respondents in a database, and put the surveys into a Snap Online project. You can then send them invitations to participate in one or more associated surveys.

When a respondent logs in to Snap Online they are only presented with the surveys that are relevant to them (as defined by the database and filters on each survey).

Snap Online keeps records of which respondent has completed which survey, and won't show them a survey again, after it has been completed.

## Live update of respondents

If you need to change the respondent list while a survey is running, you can now do so. You can:

- Add new respondents to the current list, and leave existing respondents as they are.
- Remove unwanted respondents from the current list.
- Replace the current list with a new list.

# SETTING UP ITERATIVE SURVEYS

Iterative surveys are set up in Snap 9 and then uploaded to Snap Online.

An iterative survey is normally used when you have a number of very similar surveys, which can be kept in a single questionnaire, or the same survey which has to be completed by the same respondent a number of times. Each completion of an iteration is stored as a separate data case.

The iteration is controlled by a question that gives the topics for each iteration. This is normally a single-response question, which lists all the different options. Once a respondent logs in, they select the iteration they are about to complete by answering this question.

The variable associated with the question is then netted within Snap Online. (The new answer is logically ORed with all the previously stored answers.)

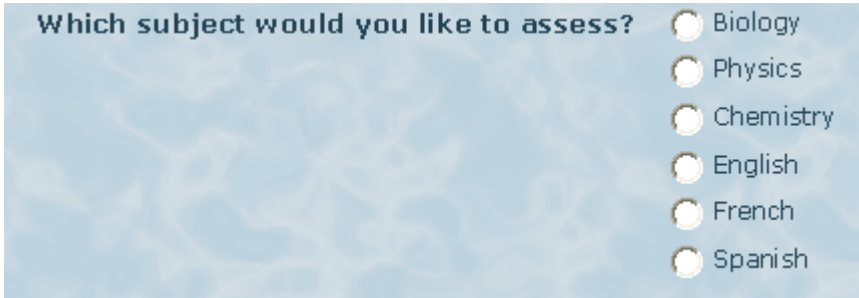
Snap Online uses the login and the netted responses to decide which iterations of the survey to show to a given respondent.

The next time the respondent logs in to that survey, previous selections will be masked out from the iteration control question, so that the respondent has to choose a different response. When all iterations have been completed, the respondent cannot complete the survey again.

For example, if a patient completed a survey for each stage of their treatment in a hospital, the first time they saw the survey, they would have the option of choosing to complete the survey for any stage.

The iteration control question is normally a single-response question near the top of the survey.

For example, here is the control question for an iterative survey used to assess a variety of courses.



Which subject would you like to assess?

- Biology
- Physics
- Chemistry
- English
- French
- Spanish

If the respondent selects Chemistry and completes the survey, a chemistry data case will be stored in Snap Online, and the next time that person begins the survey, the Chemistry option will be masked out.

## Steps to create an iterative survey

To create an iterative survey you must:

1. Create the survey in a Snap Online edition in Snap, including appropriate routing and masking
2. Link to a database containing the respondents' unique ID (login or email)
3. Set up a new Online Survey database link in Snap to connect the survey to the database.
4. Select that database link as the one to use.

5. Include a question which lists all possible iterations.
6. Publish the survey.
7. Upload the survey to Snap Online.

## Creating the iterative survey

Create a standard survey with an iteration control variable. Apply appropriate masking and routing according to the control variable responses to provide any variation between different iterations of the survey. This is covered in Questionnaire Design and Publication: User Guide 2 and Online Interviewing and Analysis: User Guide 5.

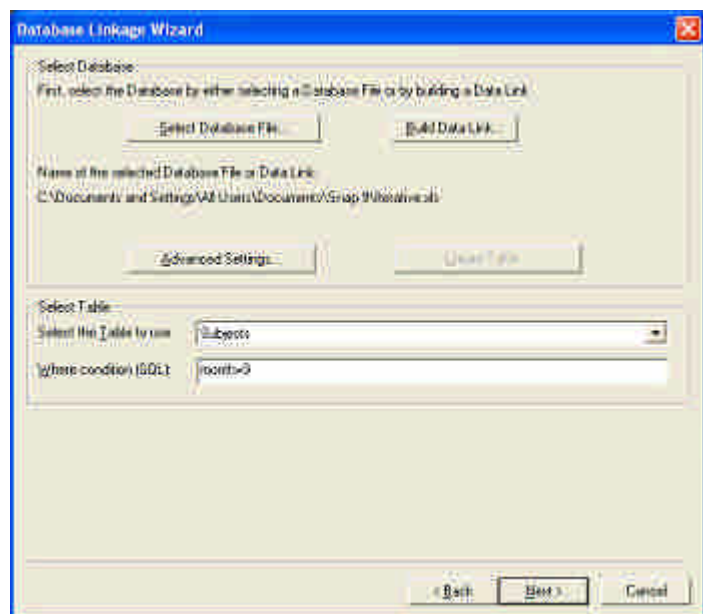
## Requirements for the respondent database for iterative surveys

The respondent database must include a unique ID for each respondent (or a unique email address if an automatic email login is to be used).

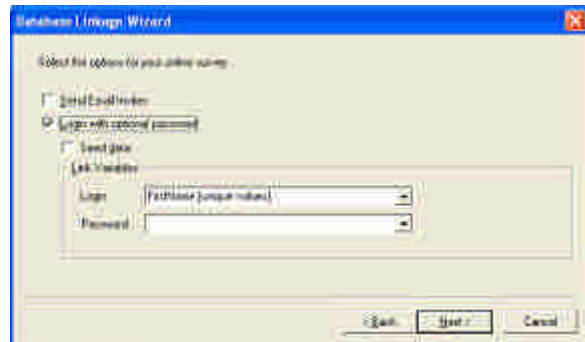
It can also include seeding data, which can be used to seed answers as with any other Snap Online survey

## Setting up a database link for the Snap Online login

1. Open the survey in Data Entry mode in Snap.
2. Select **File | Database Link** to display the **Database Linkage** dialog box.
3. Click **New...** to create a new database link. The Database Wizard dialog is displayed.
4. Click on the **Online Survey** radio button.
5. Click **Next >**. The Database linkage dialog is displayed.
6. Click **Select Database File...** and browse to the file containing the respondent IDs and data.
7. If you wish to filter the respondents so that this survey is only available to some members of the database, set an appropriate filter condition.



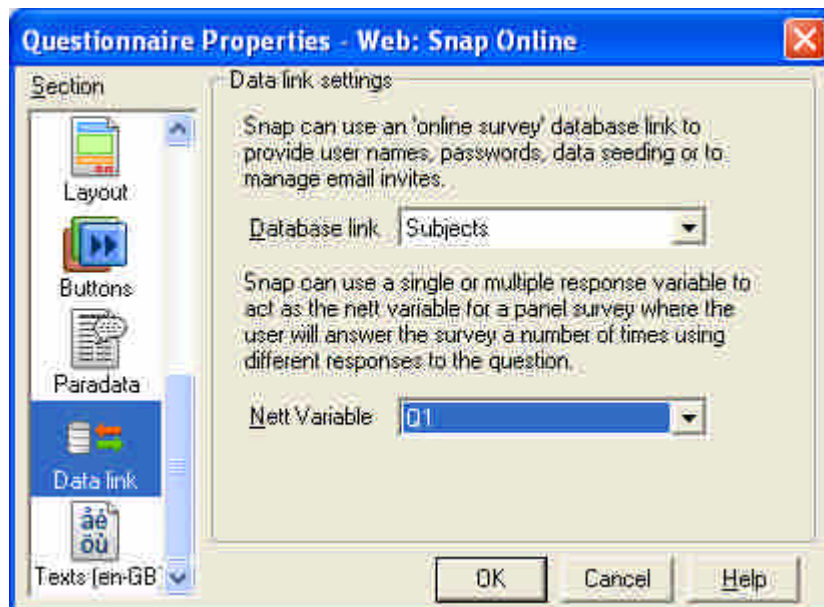
- Check the login box and select the login/respondent ID field from the dropdown list. Click **[Next]**.



- Enter a name for the link and click **[Finish]**.

### Using a database link to a respondent database

- Open the survey in Snap 9
- Go to the Questionnaire properties page and select the **Data link** section in the left-hand panel. (Note that this is only available for a Snap Online edition.)
- Select the previously created link to the respondent database in the **Database link** box.
- Set the question that controls the survey iteration in the **Nett variable** box.
- Click **[OK]**.



### Uploading the iterative survey to Snap Online

- Use the **File|Publish** option in Snap to publish the survey to a zip file
- Log in to Snap Online and click the **Upload a new survey** link in the **Survey Overview** screen.
- Browse to the zip file you created and upload it.
- Double click the survey name to go to the survey details.

5. Click on the **Settings** tab. Scroll to the end of the settings list.

Settings			
<b>Enable respondent login</b>	<input checked="" type="checkbox"/>	<b>Running Partial Responses</b>	<input type="checkbox"/>
<b>Allow Multiple Responses</b>	<input type="checkbox"/>	<b>Email Responses</b>	<input checked="" type="checkbox"/>
<b>Include respondent details in survey data</b>	<input checked="" type="checkbox"/>	<b>Collate Responses</b>	<input checked="" type="checkbox"/>
<b>Secure Survey</b>	<input type="checkbox"/>	<b>Loop back to start after each iteration</b>	<input checked="" type="checkbox"/>

6. The setting **Loop back to start after each iteration** is only available for iterative surveys. If you want the respondent to start another iteration of the survey immediately after they've completed one, check the box. If you want them to continue to the default page, leave the box clear.

## Seeding an iterative survey to limit possible iterations

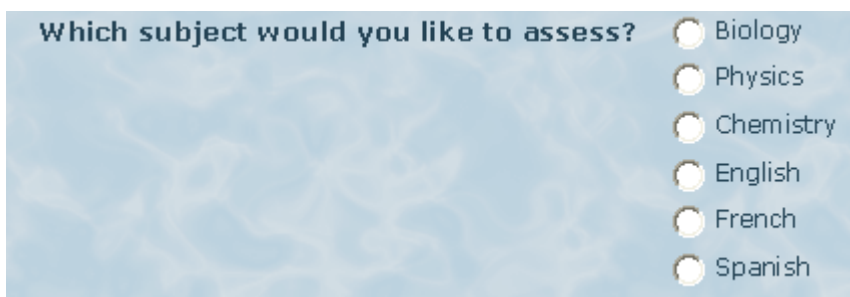
If you wish to limit the iterations that are presented to individual respondents, you have to use masking.

You can set up an invisible masking variable in the questionnaire. This would usually be a multi-response variable which contains all the choices for the iteration control variable. If one of these boxes is checked, then that control variable option is masked out.

You can then seed the masking variable from the database with information on what iterations should be available for each user. The iteration list will then be limited to those iterations.

### Example of using database seeding to mask the nett variable

In the course assessment survey, the iteration control variable is a single-response question listing the possible courses.



Which subject would you like to assess?

- Biology
- Physics
- Chemistry
- English
- French
- Spanish

- To ensure that respondents are only supplied with the option of completing a survey for a class that they have attended, you must reference a database, listing the respondents and their classes.

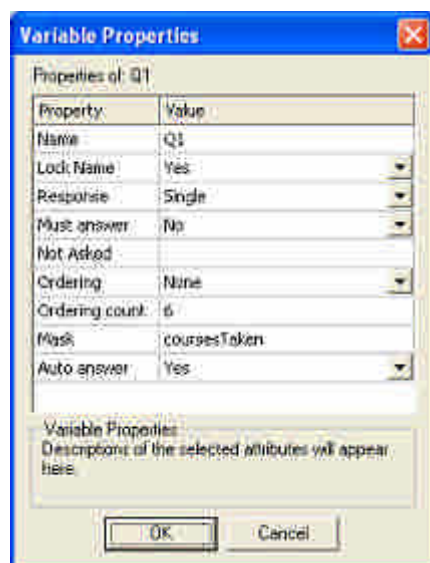
<b>Id</b>	<b>Email</b>	<b>Biology</b>	<b>Physics</b>	<b>Chemistry</b>	<b>English</b>	<b>French</b>	<b>Spanish</b>
SJ2345	2345@invite.com	0	1	1	1	0	0
IT2346	2346@invite.com	1	0	1	0	1	0
DT2347	2347@invite.com	0	1	0	1	0	1
DF2348	2348@invite.com	1	0	1	0	1	0
RP2349	2349@invite.com	1	1	0	0	1	1
IM2350	2350@invite.com	1	0	1	0	1	0
JH2351	2351@invite.com	1	1	1	0	0	0
JF2352	2352@invite.com	1	0	0	1	1	0

- Then add a hidden masking question at the top of the survey.

**Courses taken**

<input type="checkbox"/> Biology	1	<input type="checkbox"/> English	4
<input type="checkbox"/> Physics	2	<input type="checkbox"/> French	5
<input type="checkbox"/> Chemistry	3	<input type="checkbox"/> Spanish	6

- Set the properties of the iteration control question (Q1 in this case) to use this as a mask



- Set up a database link, and seed the **coursesTaken** variable with information from the columns. Because you are seeding multiple fields into one multiple-response variable, you will have to assign each of the **coursesTaken** codes individually. The graphic below shows that the value in the Chemistry column in the database seeds the Chemistry code of the **coursesTaken** variable.

From: Database Field	To: Snap Variable
Biology	coursesTaken - Courses taken
Chemistry	coursesTaken - Courses taken
English	
FirstName	
French	
Physics	
Second Name	
Spanish	

Set the mapping of Database Field Values to Snap code values

Database Values	Counts	Snap Code Values
0	3	
1	5	Chemistry

- Publish the survey.

The iteration control question will now only display the courses that a specified respondent has taken, so they can only select those options. Snap Online stores the information that the respondent should only be offered the survey for the displayed courses, rather than the total number of courses.

As before, on each iteration the visible choices are reduced further.

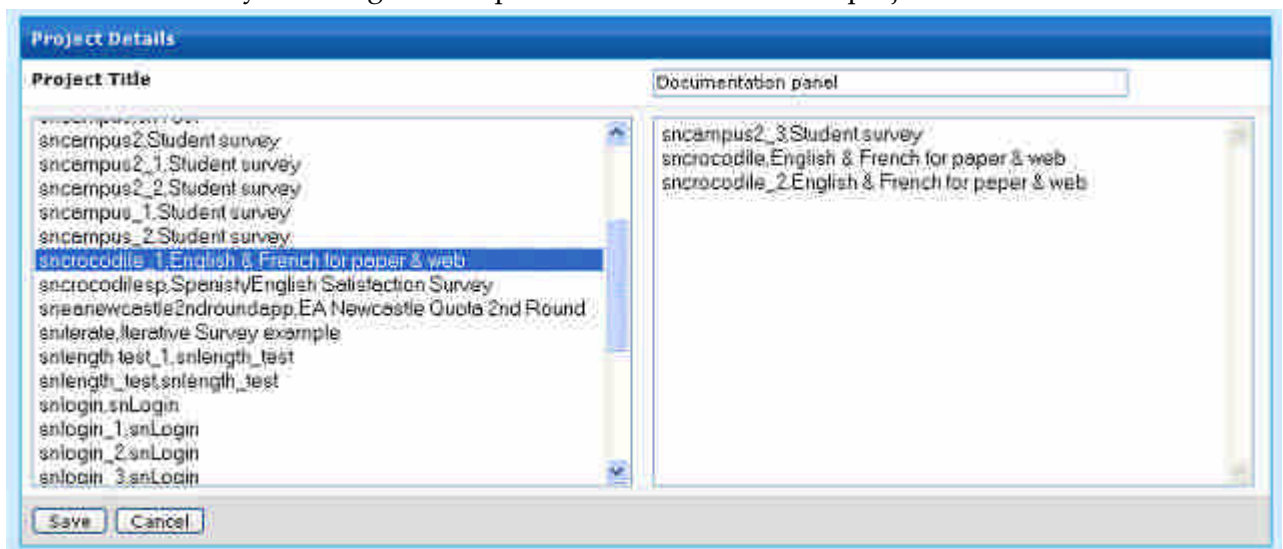
## SETTING UP A PANEL PROJECT

Panel projects are set up within Snap Online using the **Projects** tab. To create a panel project you must:

- Create the survey(s) you wish to use in the project in Snap. Ensure that each survey is linked to a database that includes the login ID for each respondent.
- Upload at least one of the surveys you wish to add to the panel project to Snap Online (You can add other surveys to the project at any time).

### Specify which surveys are available to users

1. Log in to Snap Online
2. Click the **Projects** tab. You will be presented with a list of existing panel projects.
3. Click the **Create a new multi-survey Project** link. You will be presented with the list of your surveys on Snap Online.
4. Give your panel project a title in the **Project title** box.
5. Double click a survey in the left-hand pane to add it to the project.
6. Double click a survey in the right-hand pane to remove it from the project.



7. Click the **[Save]** button.
8. Your new project will appear in the list.

### Set how respondents access the panel

- Click the project in the list of panel projects. You can set whether:

Respondents are sent back to the list of surveys after completing one (**Send Respondents back to panel on completion**)

Respondents go directly to the survey if they only have one to complete (**Skip Panel page for single surveys**)







The link at the top of the page provides the log in URL for the panel project. Click on this link to see how the panel appears to a respondent. Email this link to respondents to allow them to access the panel.



## Changing the surveys or settings in a panel project

Once you have created your panel project, you can make changes to it at any time.

- To add or remove surveys from the project, click the **Edit link** from the Panels overview window.
- To change the settings for a panel, click the panel title and then select the **Project Setup** tab.

Projects		<a href="#">Create a new multi survey project</a>	
Title	Survey Count		
 <a href="#">IterationProject</a>	1	 <a href="#">Delete</a>	 <a href="#">Edit</a>
 <a href="#">Students</a>	1	 <a href="#">Delete</a>	 <a href="#">Edit</a>

# UPDATING THE RESPONDENTS FOR A LIVE SURVEY

To update the respondents, you need to:

1. In Snap, create a database link in Online Survey mode to the changed or filtered database from the survey.
2. In Snap, run the database link to generate the new respondent data file.
3. In Snap Online, upload the new respondent data file to the survey.

When you upload the new file, you are given a choice of uploads:

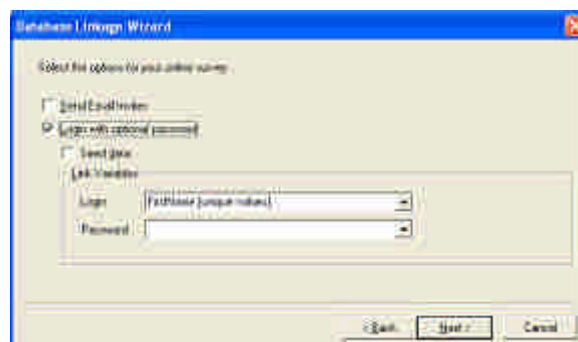
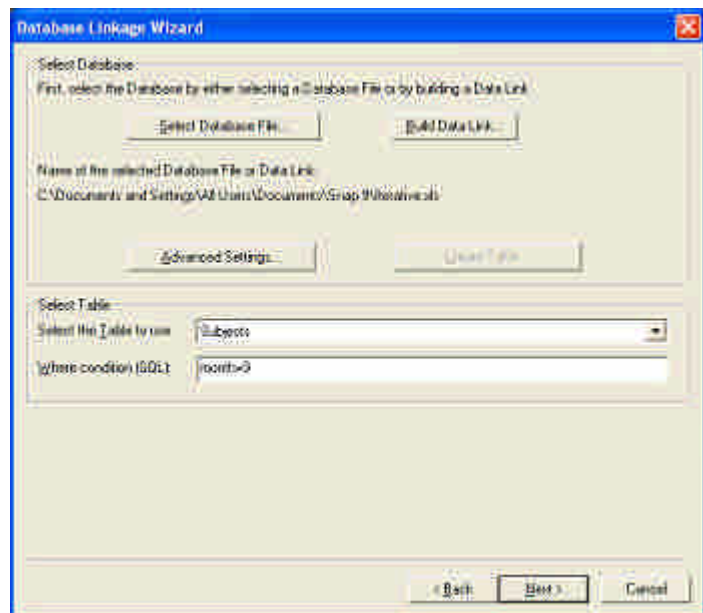
- Subtractive merge
- Additive merge
- Replace all respondents

<u>Respondent</u>	<u>Subtractive</u>	<u>Additive</u>	<u>Replace</u>
In old database and not in new	Removed	Merged	Removed
In new database and not in old:	Added	Added	Added
In both new and old	Merged	Merged	Replaced

When a respondent is merged the data held in Snap Online for them is kept. When a respondent is replaced, the data is lost.

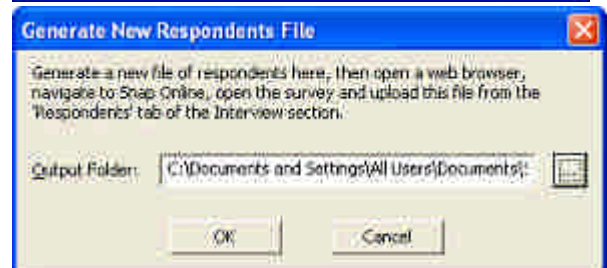
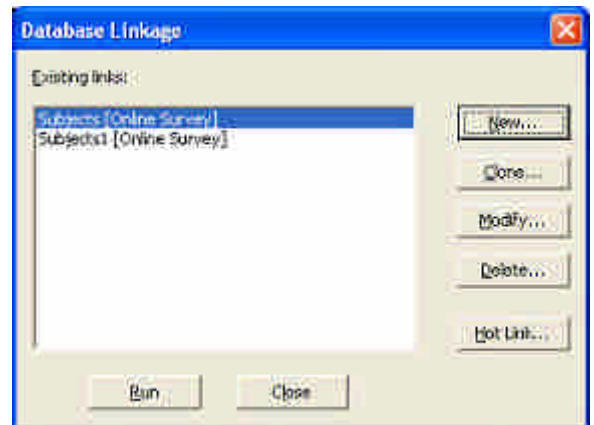
## Setting up the database link to the new or changed database

1. Open the survey in Data Entry mode in Snap.
2. Select **File | Database Link** to display the **Database Linkage** dialog box.
3. Click **New...** to create a new database link. The Database Wizard dialog is displayed.
4. Click on the **Online Survey** radio button.
5. Click **Next >**. The Database linkage dialog is displayed.
6. Click **Select Database File...** and browse to the file containing the respondent IDs and data.
7. If you wish to filter the respondents so that this survey is only available to some members of the database, set an appropriate filter condition.
8. Check the login box and select the login/respondent ID field from the dropdown list. Click [**Next**].
9. Enter a name for the link and click [**Finish**].



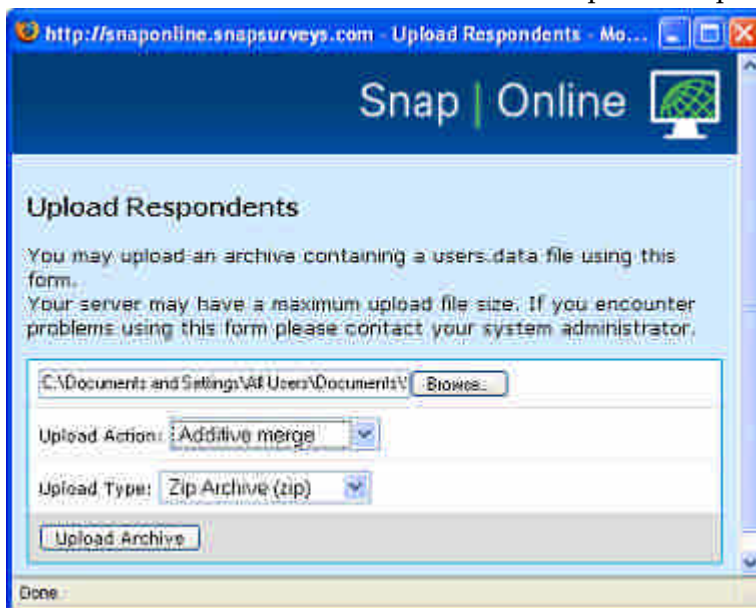
## Running the link to generate the respondent data

1. Open the survey in Data Entry mode in Snap.
2. Select **File | Database Link** to display the **Database Linkage** dialog box.
3. Select the link with the new respondent database
4. Click [**Run**] to generate the new respondent data. The Generate New Respondents File dialog appears.
5. Select the folder where you would like the generated data to be placed and click [**OK**]. Snap generates the new respondent .dat file, adds it to a zip file for upload and places both of them in the selected folder.



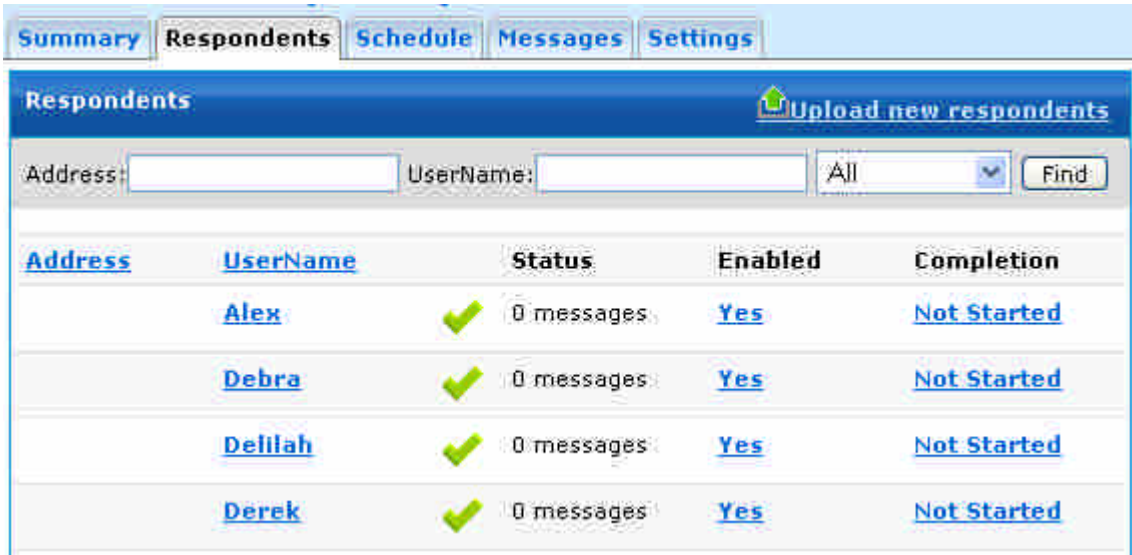
## Uploading the new respondent file

1. Log in to Snap Online.
2. Select the survey in the list.
3. Click on the **Respondents** tab. You will see a list of current respondents for the survey and their status.
4. Click the **Upload new respondents** link. The Upload Respondents dialog appears.



5. Browse to the zip file of new data.

6. Select the type of upload you wish to use (subtractive merge to remove respondents not included in the new data, additive merge to keep respondents not included, and replace to replace all respondents).
7. Click the **Upload Archive** button.
8. The respondents list is updated with the new data.



The screenshot shows a web interface with a navigation bar containing 'Summary', 'Respondents', 'Schedule', 'Messages', and 'Settings'. The 'Respondents' tab is active, displaying a table of respondents. At the top right of the 'Respondents' section is a link 'Upload new respondents'. Below the navigation bar are search fields for 'Address' and 'UserName', a dropdown menu set to 'All', and a 'Find' button.

<a href="#">Address</a>	<a href="#">UserName</a>	<a href="#">Status</a>	<a href="#">Enabled</a>	<a href="#">Completion</a>
<a href="#">Alex</a>		✓ 0 messages	<a href="#">Yes</a>	<a href="#">Not Started</a>
<a href="#">Debra</a>		✓ 0 messages	<a href="#">Yes</a>	<a href="#">Not Started</a>
<a href="#">Delilah</a>		✓ 0 messages	<a href="#">Yes</a>	<a href="#">Not Started</a>
<a href="#">Derek</a>		✓ 0 messages	<a href="#">Yes</a>	<a href="#">Not Started</a>

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Reference V9/R Ganz/01/05/2007: Revision: 3