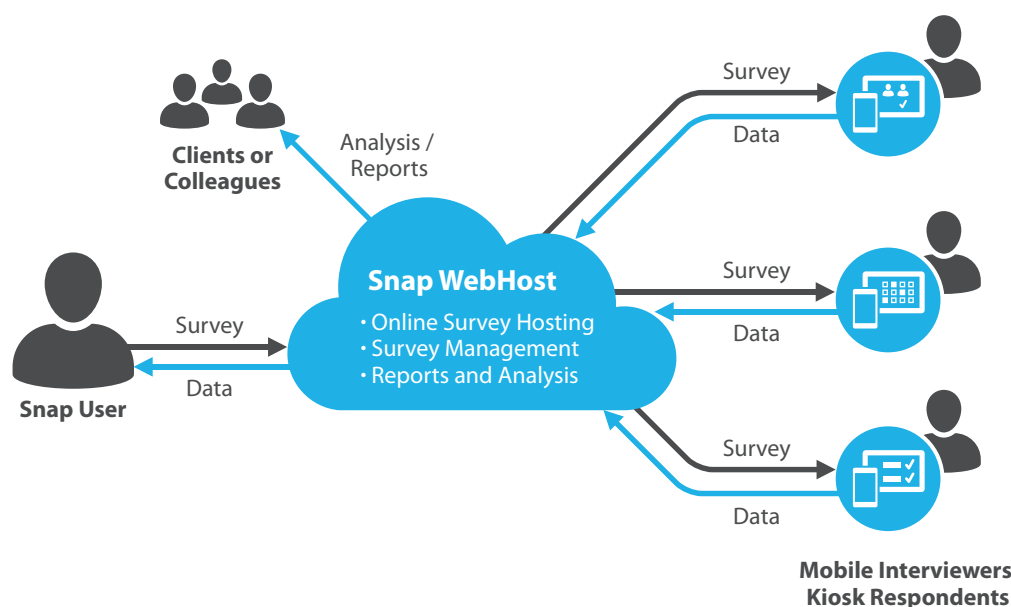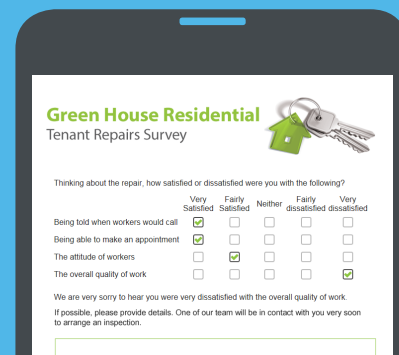# Mobile Surveys

Better feedback captured instantly with uninterrupted interviewing, even offline in service black spots. With Snap software you can create dynamic and visually engaging surveys and access them remotely with the Snap mobile app.

Green House Residential
Tenant Repairs Survey

Thinking about the repair, how satisfied or dissatisfied were you with the following?

	Very Satisfied	Fairly Satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Being told when workers would call	☑	☐	☐	☐	☐
Being able to make an appointment	☑	☐	☐	☐	☐
The attitude of workers	☐	☑	☐	☐	☐
The overall quality of work	☐	☐	☐	☐	☑

We are very sorry to hear you were very dissatisfied with the overall quality of work.
If possible, please provide details. One of our team will be in contact with you very soon to arrange an inspection.

Clients or Colleagues

Analysis / Reports

Snap WebHost
• Online Survey Hosting
• Survey Management
• Reports and Analysis

Snap User

Survey

Data

Survey

Data

Survey

Data

Survey

Data

Mobile Interviewers Kiosk Respondents

Researchers can produce powerful and appealing mobile questionnaires:

- Questionnaires can be designed making full use of visual features such as sliders, interactive images and multimedia content.
- Surveys can operate at a local level on the tablet or phone - surveys and data are automatically synchronized with Snap WebHost once a connection is restored.
- Set up automated alerts, triggered by a specific reply or replies. Alerts are delivered by email for prompt action.
- Questionnaires in kiosk mode can be configured to automatically reset after a preset time lapse.
- Completion statistics are maintained on all survey replies, including the date, time and duration of each response.
- View live automated reports and real-time tables, statistics, charts and comments, with sub-groups filtered where necessary.

Interviewers can be confident that Snap questionnaires will be intuitive and enjoyable to complete:

- Responsive and dynamic questionnaires feel tailor made by only displaying content relevant to the individual taking the survey.
- Interactive questions such as sliders and interactive images offer a more engaging survey experience.
- Multimedia content can often enhance the user experience.

Survey results can be shared with key clients, with levels of access determined by the researcher. Progress can be monitored with access to:

- The total number of respondents
- An automated questionnaire report giving a top-level summary of survey results.
- An automated summary report giving a detailed overview of survey results.
- Smart Reports created by the researcher.
- Real-time tables, charts and lists. Build new analyzes and apply filters to isolate replies from respondent subgroups.

Distribute Surveys in any Format

A multi-method approach is the best way of reaching the widest possible audience and ensuring you collect reliable data. With Snap you can distribute and manage your surveys in a variety of formats, apply a unique look and feel to each version and bring all your results together for analysis.

Online Surveys

Share surveys and analysis online. Manage your interview schedule, send email invites and reminders, link to your database.

Paper Surveys and Scanning

Not just a printed copy of the web version; format your questionnaire to look just right on paper. Print in a range of layouts and paper sizes. Scanning is avaiable to manual data entry.