

Surveybe Freedom User FAQs

Table of Contents

Why Surveybe?

Computer Assisted Personal Interviewing (CAPI) Methodology

Surveybe Services and Training

Software Licensing

Hardware Requirements for Surveybe Freedom Software

Installing Surveybe Freedom Designer and Implementer

Getting Started with Your New Surveybe Freedom Software

Designing Surveys in Surveybe Designer

Sharing Surveybe Questionnaires and Files with Team Members

Conducting Interviews with Surveybe Freedom Implementer

Data Collection and Export

User Groups and Online Community Support



Why Surveybe?

What is Surveybe?

Surveybe is a new generation computer assisted personal interviewing (CAPI) software that gives you direct control of survey design, including routing and real time validation checks, ensuring your data is clean and analysis ready at the point of collection.

What does Surveybe offer that other CAPI programming software doesn't?

Surveybe provides you with complete control over your survey instrument without the need for computer programming knowledge or incurring the costs of enlisting the services of software engineers. Furthermore, by having such flexibility, it means that you can devise, design and build as many different questionnaires as you like under one Designer licence; with hard-coded questionnaires one often has to start from scratch!

Surveybe provides the researcher with the opportunity to:

- *set the data labels during the build phase of the questionnaire*
- *enjoy the simplicity of our drag-and-drop interface. This really proves its worth when editing – if you want to move, questions, screens or sections around you can do so simply by dragging with the mouse. It couldn't be simpler!*
- *use non-proprietary file formats for export of data and also for pre-loading data for reference and/or use in the questions, responses or validation checks.*
- *share questionnaires between surveybe users – hopefully resulting in more efficiency between users and the chance to discuss best practice!*

Surveybe has been designed to cater for large scale socio-economic surveys, so you won't have to sacrifice complexity for ease of use. Surveybe can also be used for smaller, simpler, more linear surveys so you can use surveybe as a 'one-stop' solution for all your CAPI projects.

The Surveybe team also has a wealth of experience in designing and conducting CAPI surveys and our training and support services reflects this experience to the benefit of your research.

What's the difference between Surveybe Designer and the Implementer?

The surveybe software suite comprises of two elements: the Designer and the Implementer.

The Designer application is used to build, configure and update a questionnaire, including screen structure, questions (and question order), response lists, rosters, routing and validations. The Designer is also used to receive the collected data from the field in the form of completed interviewing files and then to export this data into the users chosen statistical analysis package.

Once a questionnaire has been fully completed in the Designer, it can be exported as a questionnaire file which interviewers upload to the Implementer application on their hardware. The Implementer



then displays the questionnaire as designed and permits the recording of responses and executes all of the routing and validations previously defined in the Designer. At the end of the interview, the interviewer saves the file and transfers to his/her supervisor or connects to the internet in order to send to HQ (where the Designer is held).

What experience does Surveybe have of conducting CAPI surveys?

Surveybe has been used across the globe by numerous clients, currently it is in use in over 25 different countries worldwide, however our 'heartland' is in East Africa where our sister company, EDI, is based. We have conducted tens of thousands of CAPI interviews, mainly LSMS style surveys but also those with asset management, health, agriculture and livestock focused questionnaires. This background and expertise is the driving force of surveybe development; with the research defining the software rather than the other way around!

Who uses surveybe?

A whole host of people and organisations across a variety of sectors, from education to health, and agriculture to livestock use surveybe. Surveybe is primarily targeted to researchers managing large scale data collection projects; whilst still being a sophisticated tool for smaller projects too. Specific examples of organisations whose projects have used surveybe include: the World Bank, International Livestock Research Institute, Clinton Health Access Initiative (CHAI), International Food Policy Research Institute, University of Oxford, various Private Research Companies as well as several National Bureaus of Statistics.

What type of questionnaires is surveybe used for?

Our software was developed to meet the needs of the researcher and therefore flexibility is a key component. Surveybe is perfectly suited for complex, large scale multi-topic, longitudinal surveys or for conducting baseline studies and impact assessments. It is also being used for studies in Agriculture, Health, Economics, Child Development, and Livestock as well as for conducting national Consumer Price Index (CPI) studies.

The ability to handle complex instruments does not preclude use of surveybe for more linear surveys; underwritten by having the confidence that if your project(s) evolve the software is ready to accommodate these changing needs and complexities.

Computer Assisted Personal Interviewing (CAPI) Methodology

What are the advantages of using CAPI (Computer Assisted Personal Interviewing) over traditional PAPI methods?

Handling large volumes of data recorded on paper is fraught with problems, including delays caused by separate rekeying and data cleaning phases, costs of re-interviewing and the inability to assess your results in a timely fashion. Even with best practice, PAPI can compromise the accuracy of your data through the introduction of error whilst recording responses, routing through the questionnaire or during rekeying, all damaging the validity of your study.

CAPI methodology overcomes the quality and timing obstacles inherent in PAPI, while offering more advanced functionality via: automated skips/routing through questionnaires, built in complex data validations, and near real-time data monitoring by HQ.

Surveybe adds further benefits as you can easily share your surveys and questionnaires with other surveybe users and re-use your own work across a range of projects. So time spent working on one project could be re-invested into another, similar project— saving lots of time and resources as a result.

Additionally, surveybe also uses generic CSV file formats to enable the import and reference of external and previous wave data, to pre-populate your current questionnaire and provide a validation source to improve data accuracy, without having to re-enter this data into the survey.

Surveybe also allows you to have your data ready labelled at the point of collection, as the 'label for export' is set whilst configuring your questionnaire in the Designer application.

We interview in remote locations with intermittent electricity and/or internet access. Can we still field a CAPI survey?

Yes! Surveybe doesn't require a live link to the internet to conduct interviews. You can continue to collect data and have it stored on the hardware until you are able to connect to the internet and transfer the data to HQ. If the power supply fails, then the interview files are saved and stored on the computer. Surveybe offers its clients the chance to access specific training courses which deal with field management practices and how to mitigate against power loss without having to delay the field work.

Do our interviewers need to have good computer skills to do a CAPI survey?

Interviewers do not need to be skilled computer users. A knowledge of using a mouse and keyboard will be helpful but even this is not essential, as training on how to complete the actual interview can be provided. The more important skill is that of being an effective interviewer – no interview method can ever fully replace this skill, and our experience shows that a skilled interviewer who embraces the benefit of surveybe methods adjusts easily to the switch.



How does Surveybe support organisations with no or very little CAPI experience?

We provide a range of support, depending upon the specific requirements of your organisation. At the highest 'institutional' level we can provide training to support you with the shift from PAPI to CAPI. This is important because embracing CAPI brings undoubted benefits, but for these to be fully realised, the organisation should also embrace new practises and work flows to support the shift. We can provide training and advice on how to achieve this.

On an individual level we support clients through the use of on-line videos, briefing documents and templates which can be accessed to help guide a new-user through the stages of working with surveybe. Additionally all licence holders will be granted access to our user forum which will provide user-to-user help and advice for the benefit of all. The section below provides more information of the training services offered.

What coding/programming skills must I have to use surveybe?

You do not require any computer programming expertise or 'coding' experience to use surveybe. In order to fully embrace some of the more advanced features of the software, some knowledge of SQL syntax is required. SQL is a logical, easily accessible and widely used database query language. We provide substantial guidance to start users off in the core SQL statements required in our manuals and through our user community. Further information and guidance is available on many other websites as well. Many of the most commonly used statements are covered in the Surveybe Designer Training course.



Surveybe Services and Training

What types of training does Surveybe offer?

Surveybe provides a broad range of training options for clients. The most popular course is the 'Designer Training Course' which is a two day introductory course into using the surveybe Designer. This course runs regularly and has an option to extend into a third day which is a 'tutorial' session whereby surveybe trainer(s) are on hand to help with your project specific questions.

Some courses are only relevant where we have a comprehensive engagement with a client and therefore we have tailored the training to the needs of that organisation.

For a list of training dates and availability for the courses please email: solutions@surveybe.com

If I don't want to configure/build my survey myself, can you do it for me?

Yes, surveybe offers a questionnaire configuration service. The timing and nature of this will depend to a large extent on the instrument and the specific needs of the client. We will work with you to ensure that the questionnaire is built to the required specification and provide you with the opportunity to desk test and field test the instrument to ensure that the questionnaire is as envisaged. Usually this service is utilised alongside some of our other 'consultative' provisions such as training and in-field support presence. Please email services@surveybe.com with your requirements and we can discuss the most appropriate approach for your project.

Can surveybe send someone to help me with the field work?

As stated in the question above we generally provide 'consultative style' assistance within an engagement that has been defined from the outset. We have had our team out in the field across the world from Guatemala to Kenya and Georgia to Nigeria. Ordinarily we would provide help with field work only on those projects where we have had involvement from the early stages and have knowledge of the instrument. This ensures that any field work involvement is relevant as we have an understanding of the project. Extraordinary instances do occur where we become involved at a later stage to help with the field work but we would need significant input from all parties to ensure that this adds value.

Do I get a manual with the surveybe Designer software?

Yes, you will receive a pdf version of our comprehensive Designer manual, which is a step-by-step guide on using surveybe, illustrated with screen shots and commentary to ensure you feel confident with learning how to use the software. However, attending the 'Designer Training' course provides face-to-face training which can never be replicated in a manual. The training course means you will generally become 'trained' much more quickly and can embed your learning as you can ask questions of the trainer.



Will I receive training on the surveybe Designer if I buy the software?

You will not receive formal training on the Designer unless you elect to attend one of our 'Designer Training' courses. You will receive a comprehensive 'Designer manual' which guides you step-by-step through building a questionnaire as well as having access to a plethora of resources in the client area of our website including: demonstration and training videos, FAQs, User forum, and briefing documents on a variety of topics.

Are there any advanced courses I can attend?

We provide additional 'tutorial style' courses for people who want to build on their experience of surveybe and CAPI applications from a basic level. The scope and duration of these courses are dependent on the specific requirements of the delegates. For further information, please email us at: services@surveybe.com to discuss your needs.

Do I need any pre-requisite skills to use surveybe?

You do not require any computer programming expertise or 'coding' experience to start to use surveybe Designer and to create your own electronic questionnaires. However, basic computer literacy and knowledge of questionnaire design is assumed as prerequisite knowledge to designing surveys. However, in order to fully embrace some of the more advanced features of the Designer software, some knowledge of SQL syntax is required. SQL is a logical, easily accessible and widely used database query language. We provide substantial guidance to start users off in the core SQL statements required in our manuals and through our user community. Further information and guidance is available on many other websites as well.

The Implementer, which is used by interviewers to conduct interviews, has been designed as accessible software for Interviewers, even those with no previous computer or CAPI knowledge. As with the introduction of any new technology, interviewers with little or no computer or CAPI experience will need to be trained to get up to speed on hardware use and care, conducting interviews using the software, and procedures for sharing data back to supervisors / HQ. The Surveybe team can assist with this training if needed.

Does surveybe have any plans for new products or services?

From time to time new releases for the core software will be released and existing licence holders will receive discounts for upgrading to these versions.

In order to meet the specific requirements of some clients whilst keeping the cost of the core software as competitive as possible, additional 'extras' or plug-in modules will be released that provide the functionality requirements for specific needs. These will be available to purchase on a



'piece-by-piece' basis during a licence term. At renewal of your annual Surveybe Freedom licence you will be able to upgrade to the most recent and updated version of the core software as standard.



Software Licensing

How do I obtain an evaluation copy?

The easiest way is to link to our website (click [here](#)) and complete the registration box. The evaluation licence details will then be sent to you via email. When activated the licence remains active for 14 days, after which it becomes unusable.

What does a Surveybe Designer licence entitle me to do?

A surveybe Designer licence permits you to design, amend, export, share and handle unlimited questionnaires. These questionnaires can then be used with as many interviewers as you like through the Implementer application, which is included within your Designer licence.

The Designer further enables users to export their completed interview data (upon receipt from the field teams) into CSV files and subsequently into statistical analysis packages such as STATA and SPSS. It is the Designer that 'unencrypts' the data from its secure encrypted format in the completed interview files during the import process. You can import and export unlimited volumes of data during the licence term.

How do I purchase a Surveybe Designer licence?

You can buy the surveybe licence through our head office by emailing: sales@surveybe.com. Please state how many licences you wish to purchase, what level of technical support you require (we have a 6 hour and 12 hour package) and details of any additional services you wish to engage us in. When invoicing/payment have been confirmed then you will be sent the appropriate licence details, links and activation keys via email. Upon receipt of these you simply follow the 'installer' wizard to install surveybe onto your computer; and then you are ready to commence questionnaire design! Congratulations.

How much does a Surveybe Designer licence cost?

The cost of the Surveybe Freedom licence, for our 'core software', can be as little as £799 each for multiple users. For a single user the cost is £1,199. The Surveybe Freedom licence is an annual licence which can be renewed. The licence has no restriction on volume of use, data collected, questions and questionnaires asked etc. It provides the 'freedom' you need to conduct your research.

Please note all prices quoted are exclusive of VAT at the current rate.

Can I transfer my licence / share my Designer software with colleagues?



Surveybe Freedom has been developed to make the sharing of questionnaires easy and so simple export of your designed instrument onto a USB stick or as an attachment to an email is readily available. The Implementer (interviewing files) can be shared with anyone who has a Windows operating system.

However the nature of the licence (i.e. the Designer) as a single installation onto one PC means anyone wishing to view/edit questionnaires or handle the import/export of data will require a Designer licence. If you require multiple users then you will need to take a multi-user licence option. These licences are annual licences so upon renewal you can switch to a different PC if required. Each licence will have its own expiry date depending upon when it was issued.

How many interviewers am I allowed under a surveybe licence?

As many as you wish! Surveybe does not restrict the number of users of the Implementer software. Not only does this give you great flexibility within the field team it also means the Implementer is not licenced to one hardware unit. Therefore, if the hardware fails or gets lost, stolen or damaged then you do not lose that licence; simply load the Implementer onto the replacement (or spare) hardware unit and carry on!

Hardware Requirements for Surveybe Freedom Software

What hardware, operating system or other Software do I need to run the Surveybe Designer?

The Surveybe Designer can be run on any PC that has a Microsoft Windows (version XP or above) operating system plus a minimum of:

- 3 GB of RAM
- 2 GB free HD space for installation, allow up to 10GB for future data storage
- Dual core processor 2.00 GHz

*You also need to install the latest version of Java. Please note that Surveybe Freedom does operate very well on **Windows 8 pro** (the full version) but will not operate on Windows 8 RT.*

What hardware, operating system or other Software do I need to run the Surveybe Implementer?

The Surveybe Implementer can be run on any PC, laptop, netbook, tablet (with touchscreen or not), that has a Microsoft Windows (version XP or above) operating system plus a minimum of:

- 2Gb RAM
- 40 Gb HDD
- Processor of at least 1.5 Ghz

*Please note that Surveybe Freedom does operate very well on **Windows 8 pro** (the full version) but will not operate on Windows 8 RT.*

Additionally depending upon your project you may need to consider ancillary equipment such as protective cases, spare batteries, etc. Our Client survey services team can advise on this.

Installing Surveybe Freedom Designer and Implementer

Are there any software requirements to install and run Surveybe?

Yes, the Surveybe Designer application requires Java to be installed on your PC before the Designer application installation can be run. Please note that Java is a freeware application and therefore you will not incur any additional costs.

How do I download the Surveybe Installation files?

Once you purchase the software, the Surveybe team will either provide you with a link to download the installers to your computer or a new activation key for your existing installer to convert to a full licence. You will receive an installation manual with instructions on how to successfully install your surveybe software.

Do I download and then install? What's the difference?

You will first download the installer file, saving it to an easy to find location on your PC. Then, double click on the installer to launch the installer 'wizard' which will guide you through the process. The difference between downloading and installing is that a download constitutes a file transfer whereas an installation is the whole process of unpacking and then loading of the software onto your computer.

Do I need to be connected to the Internet in order to install Surveybe?

Yes, an Internet connection is needed to:

- *Download the Surveybe Installer(s)*
- *Download Java prior to the Surveybe installation process*
- *Register and activate your license key*
- *Verify the licence. Every 90 days your licence will request an on-line connection to verify the licence with the server. This process is simple and only takes a couple of minutes.*

Where on my computer should the Surveybe software be placed?

The installer wizard will automatically select a Program Files folder location and provide you with an option to select an alternative location if desired. If you choose an alternative location, we recommend that you choose a folder not subject to regular editing / deletion within your directory in order to reduce the risk of accidental tampering with the program files.



What if my internet connection is interrupted during the download / installation process?

If your internet connection is interrupted when downloading the Surveybe installers, you will need to re-establish a connection and then recommence the download / installation process. Depending upon the nature and timing of the interruptions you may be required to recommence the process from the start.

Do I have the option to get a CD-Rom / physical copy of my software instead of downloading from the Internet?

Unfortunately, we do not offer a physical version of the software as the licence is linked to a single computer and therefore sharing or multiple installations is not permitted. Your licence key will only permit a single activation and then becomes invalid.

What do I have to do after surveybe is installed?

Once the software is installed you will be able to begin using the applications as normal. The first time you open the Surveybe Freedom Designer, you will be prompted to register your license key with Surveybe. This will activate your copy of the software.

What if my internet connection is interrupted during the licence registration process?

You can choose to proceed in the short term with a 14 day evaluation copy. Each time you open your Designer, you will be prompted to provide your licence key to register your copy of Surveybe. Once an internet connection has been established again, you can enter your licence key and register it when prompted upon opening the Designer application.

What do I do if the license activation key does not work?

In the unlikely event that the licence activation key doesn't work, we first request that you:

- *Double check the numbers entered (tip: best to copy and paste them in to avoid entry error).*
- *Ensure you are not trying to re-use a previous key, as they are only valid for a single use.*
- *Check that no extra spaces were added to the serial numbers, including at the beginning and end of the number, when copying/pasting into the licence key field*

If the above is all in order then please contact us at: support@surveybe.com

How do I uninstall the software?



You can uninstall surveybe by either using your system's **Control Panel** → **Add/Remove Programs** function or by using the Uninstaller script provided under **C:/Program Files/Surveybe**. There is an uninstaller file provided for both the Designer and Implementer under their respective folders.

NOTE: If you uninstall, then all of your survey instruments will be lost unless you first export the survey files from your Designer and back them up to a separate location.

How do I recover my surveybe software and licence if my computer is changed, damaged, lost or stolen?

You would have to do this via a support request to our team. Ultimately you will have to install surveybe onto your new computer via a new licence file. Any survey, questionnaire or data files that were held by your computer will be lost unless you have created a back-up on an alternative source. We strongly recommend that you make copies of your files for these instances on a frequent and regular basis.



Getting Started with Your New Surveybe Freedom Software

What's the difference between Surveybe Designer and the Implementer?

The Designer application is used to build and configure a questionnaire, including screen structure, questions, response lists, rosters, routing and validations. The Designer is then also used to make any subsequent changes to a questionnaire's structure or content as well as to export collected data to Stata.

The Implementer application is used by interviewers to administer the questionnaire in the field. When a questionnaire has been created using the Designer it can be exported as a file. This file is then imported by the Implementer software which, in turn, uses the information in this file to display the questionnaire, record the responses and execute all of the routing and validations previously defined in the Designer. The questionnaire file is unique to each respondent and after completion can be sent back to the Designer to process for analysis.

I have the software and would like a tutorial on the key features and functionality. Where do I start?

To learn about the basic features and functionality of surveybe and to get started building your first questionnaire, refer to the Designer User Manual provided with your software licence.

For a more interactive learning experience, please [get in touch](#) with us to join one of our Designer training courses. We can do a standard introductory course or a tailored course for the needs of your organisation. Additionally, you can sign on to the Surveybe User Forum, where you can post questions to other surveybe users or review answers to previous topics.

What coding/programming skills must I have to use surveybe?

You do not require any computer programming expertise or 'coding' experience to start to use surveybe and to create your own electronic questionnaires. In order to fully embrace some of the more advanced features of the software, some knowledge of SQL syntax is required.

SQL is a logical, easily accessible and widely used database query language. We provide substantial guidance to start users off in the core SQL statements required in our manuals and through our user community. Further information and guidance is available on many other websites as well.



Designing Surveys in Surveybe Freedom Designer

How do I start designing a questionnaire?

After the surveybe installation wizard has guided you through the installation process you can launch the Designer software and begin creating as many questionnaires as you like. You simply drag in the survey icon, name it, then drag in the questionnaire icon, and you can begin creating your questionnaires. Within a few minutes you will already have completed your first screen of questions.

How many questions can I include in a questionnaire?

As many as you'd like; there are no restrictions to the size of your questionnaire or the number of questions you can include.

How many screens or sub-screens can I build?

Theoretically, the software will allow you to include as many as you like, although, practically, there will be a limit reached through balancing the design of and ease of navigability within the instrument. Surveybe offers the ability to design the questionnaire in a user friendly way so that sub-screens act as a natural extension of the higher level screens, which is much easier than scrolling through screen after screen at the same level, or page after page on paper.

What languages are supported in surveybe?

Surveybe can support most languages and fonts, including those that read from right to left. We have already been working successfully with more complex character- and script-based languages such as Dhivehi (Maldives), Amharic (Ethiopia), and Georgian (Georgia). If you plan to work in a language which is not typically well supported by Windows or most web-based tools, please do double check with us, however.

What type of responses can I collect?

There is a full range of response types available; from basic text or numeric answers to system generated time-stamps, radio buttons, tick boxes, matrix / rosters and drop down lists of responses. Changing the format of a response list is also easy; a few clicks on the question's properties tab will allow you to efficiently redefine questions and their response types.

The responses can be further refined in the question's properties. For example, users can specify the valid range of responses (numeric values), so that if a response given is outside the permitted range, an error message will appear for the interviewer.



Can I set my own questionnaire routing (skip rules and enablement)?

Yes, this is a key feature of CAPI research, as the key to managing a successful and accurate data collection project is to ensure interviewers are easily routed through the applicable questions in the survey. With Surveybe, you can define when a particular question should be asked (enablement), as well as skip to other questions/sections based on the response(s) to a question. These are defined as part of a question's properties and can be easily updated with additional / revised conditions as you configure your survey.

Can I set my own error/warning messages and interviewer instructions?

Yes. You can define the specific validations you'd like the software to implement dynamically at the point of data collection, as well as defining the text error message that will appear if those validations are triggered during the interview. Static interviewer instructions, key concept definitions and other text guidance throughout the survey is also configurable in the Designer so that you can ensure all questions and concepts are clearly explained for the interviewer without the need to refer to a separate manual or other paper based resources.

Can I include images in questions?

Photos, mock-ups and other image files can be included in both questions and labels, giving flexibility for when you'd prefer an image only to apply to a particular question rather than displaying on an entire screen/section.

Does surveybe allow for dynamic text substitution ('text piping') in questions?

Surveybe allows for the dynamic population of parts of question and instruction/label text. For example, it is very easy to replace the traditional [Name] from paper based questionnaires with the actual name of any respondent as the interviewer is asking questions on sub-screens of a household roster, which helps guide interviewers and respondents as they complete questions on each household member.

How can I use previous round / panel data in my Surveybe survey?

Surveybe was designed to ensure that any previous data relating to the same unit of observation can be uploaded via CSV tables and referenced in the new surveybe facilitated round; even if the previous data was collected on paper (PAPI) and entered into an external database.

Previous IDs can be included as well to ensure smooth analysis between rounds of data collection.



Can I determine the variable names and data labels as part of the design of the survey?

Yes - This is a key feature of surveybe. By setting the 'label for export' when defining a new question, you are effectively building statistical columns as you construct your questionnaire. This means that the data is ready to export into Stata or SPSS from the moment it has been collected. Remember, it is also 'clean' data that is being exported, as the routing and validations ensure the information is checked and validated at the point of collection.

Sharing Surveybe Questionnaires and Files with Team Members

How do I share my survey with other team members who have Designer applications?

One click in the Designer allows you to 'Export Survey' to a location on your PC, and then you simply send the resulting survey zip file via email, dropbox, FTP site, or transfer using a memory stick to the intended recipient. Other team members can import the zip file into their Designers for editing / review.

What if I need to get feedback on my survey from team members who don't have a Designer licence?

Anybody can install the Surveybe Implementer and view any questionnaire that you create. There is no charge for the Surveybe Implementer so you can get comments and input from all stakeholders without the need for purchasing additional licences.

How do I share the final questionnaire with my field teams?

One click in the Designer allows you to 'Export Questionnaire' on your PC, and then you simply send the resulting zip file via email, dropbox, FTP site, or transfer using a memory stick to the intended recipient. Supervisors and Interviewers can then simply import the file into their Surveybe Implementer and start collecting data.

Can I edit the questionnaire once I have exported it?

Once you have exported the questionnaire, you can still edit it in the Designer application. This is particularly useful if you have a project pilot phase and changes are requested prior to live fieldwork. When the amendments are completed, simply export the questionnaire again, share with field teams, and the interviewers can then import the new questionnaire file into their Implementers to continue with the revised edition of the questionnaire without affecting the data you have already collected.

Can I use a survey that somebody else has created as a starting point/template for my own?

Yes, anybody with Surveybe Designer Licence can import a 'survey' into their Designer, so you and other Designers can share your created surveys with anyone you please.

We encourage sharing of surveys across users through our user forum, as this is the best way to share expertise across organizations, survey topics and types of questions/answers. Please do check there to see if there are any examples of surveys that you might want to use a starting point for your project.



Conducting Interviews with Surveybe Freedom Implementer

What's the difference between Surveybe Implementer and the Designer?

The Implementer application is used by interviewers to administer the questionnaire in the field. Once a questionnaire has been fully designed in the Designer, it can be exported to a file that the Implementer uses to display the questionnaire, record the responses and executes all of the routing and validations previously defined in the Designer.

The Designer application is used to build and configure a questionnaire, including screen structure, questions, response lists, rosters, routing and validations. The Designer is then also used to make any subsequent changes to a questionnaire's structure or content as well as to export collected data to STATA, SPSS or .csv.

How many interviewers am I allowed under a surveybe licence?

Surveybe does not restrict the number of users of the Implementer software, so once you have purchased a licence for the Designer application, you have unlimited use of the Implementer application to share across as many interviewers as needed. Not only does this give you great flexibility within the field team, it also means the Implementer is not licenced to one hardware unit; therefore if the hardware fails, gets lost, stolen or damaged then you do not lose that licence; simply load the Implementer onto the replacement (or spare) hardware unit and carry on.

How do I import the questionnaire?

Once a questionnaire has been exported from the Designer, it can be shared with Supervisors / Interviewers via email, a memory stick or ftp, as you would normally share an electronic copy of any file.

Once shared, the user can save the file to their PC, open the Implementer, and click 'import questionnaire'. A new interview can be started using the imported file.

What happens if I have to stop the interview half way through?

Surveybe Implementer saves all responses as they are entered during the interview, so you can stop anywhere you like without data loss. Started interview files remain active in the Implementer dashboard and can be reopened at a later time to complete.

Similarly, at any time during the interview, you can move forward to a different section or back to refer to a previous screen as much as you like without losing any information already entered. Clicking the validation button on each screen will highlight to interviewers any incomplete screens or incorrectly answered questions.



How does the interviewer check the accuracy of their responses?

Validation occurs dynamically throughout the interview by clicking the validate button at the top of each screen, and, as a final check at the end of the interview by clicking the 'validate entire interview' button. The Implementer will then list any errors and warnings it detects, along with standard system error messages and any Designer-defined validation messages. A single click on the 'locate' button in the error list takes the interviewer to the appropriate screen containing the error.

What if I don't have an internet connection when interviewing?

You do not need to have a live connection whilst collecting data. You only need to be connected when you wish to send or upload interview data to Headquarters.



Data Collection and Export

What happens to my data? Where does it go once an interview is completed?

Your data is not touched by anyone other than yourselves. Once collected, the data remains encrypted in the individual interview files on the Interviewer's PC until sent to your HQ team and exported by the surveybe Designer application. Then the files are ready for import and statistical analysis in your chosen analysis package.

How do I get collected data into a readable format for Stata or other statistical packages?

Simply save the interview files submitted by the field team to your PC and use the 'Export' function in the Designer to convert the data into CSV tables, SPSS syntax file and a Stata Do-file. The standard CSV format means that the data is also importable into a range of statistical packages, and, if using SPSS or Stata, the syntax/Do-file adds another layer of automation, as no manual assigning of labels or variables will be necessary.

Can I export to any other Statistical Package than STATA?

Yes, Surveybe Freedom includes the ability to export straight to SPSS via an SPSS syntax file. This means ready-labelled data can be analysed without delay. Ddata is also exported in CSV format, most other analysis packages can import and read/use the data.

You can also export your entire database from within the Designer into a 'surveybe data file' which can be sent to another Surveybe Freedom licence holder for their use. This means within a team structure only one person would have to import the completed interview files from the field, or if different team members were allocated different field teams to receive files from then the Surveybe data file would help in collating these to a central user if that was the preferred data transfer structure.

Can anyone view the questionnaire I have created –even without purchasing a licence?

Yes, anybody can install the Surveybe Implementer and be able to import any questionnaire that you create. There is no charge for the Surveybe Implementer so you can get comments and input from all stakeholders without the need for purchasing additional licences.



User Groups and Online Community Support

Is there an online user community?

Yes! We encourage our users to share survey developments and experiences on our User Forum. Upon purchasing a Designer licence, you will be provided with a client ID to access our Client Arena. Within this area you can link to our user forum to share questionnaires, trade design ideas and troubleshoot experimental SQL syntax with other users working on projects similar to yours.

Please feel free to register by following the link from within the client area of our website (for which licence holders receive a unique username and access code). Upon successful registration you are able to post comments and start threads.

