



Frequently Asked Questions

- **Q: How do I get the survey system set-up for the administration of a survey?**
 - A: Step-by-step instructions are available for each survey. For the Partnership Survey visit:
http://www.eac.edu/surveys/partnership_survey.shtm and for the Stakeholder Survey visit:
http://www.eac.edu/surveys/stakeholder_survey.shtm
- **Q: When is the cut-off date for having the survey system set-up by each institution?**
 - A: The hard cut-off date for having all settings in place in the survey system is one day prior to the administration date; however, EAC recommends that institutions have the system ready to go a week prior to the administration date to allow institutions time to double check the system prior to the administration date. NOTE: surveyees can be added to the system at any time during the administration date. This is the only setting that can be changed once the survey administration has begun.
- **Q: Can the benchmark or demographic questions be changed?**
 - A: No, these questions set the benchmark comparison between each institution and the aggregate group of institutions that participate in the survey. These questions need to be the exact same for each institution.
- **Q: What should an institution do if they receive undeliverable partner or stakeholder emails?**
 - A: If possible, determine the updated email address and update it in the system.

- **Q: What should an institution do if they learn that a partner cannot access the link in the survey invitation email?**
 - A: Follow these steps
 1. Have the partner send you their email invitation
 2. Check the link in the email invitation to ensure that it is working properly
 3. If the link is working properly, copy and paste the link into an email and have them try to click on it. If that does not work have them copy and paste the link into their internet browser.
 4. If the link is not working properly, contact Shannon Seballos at 928-428-8338 or shannon.seballos@eac.edu

For all other questions contact Shannon Seballos at 928-428-8338 or shannon.seballos@eac.edu