

## TAKING SURVEYS:

Please read all instructions on this page before completing a survey. Also, take the survey well before the due date and time so that if any errors occur you are able to talk to your instructor and possibly complete the survey before the deadline.

## BEFORE YOU BEGIN:

Please review the information below and check to see that the computer you are working on meets the browser and systems requirements. This will help to avoid errors when taking the survey.

## Suggested Minimum Platforms:

Platform: Windows XP or Vista; Macintosh OS X 10.3

## Which browsers work with UTC Online?

UTC Online Supported Browsers and Versions		
Windows XP	Internet Explorer 6, 7	Firefox 2.0 and higher
Windows Vista	Internet Explorer 7	Firefox 2.0 and higher*
Mac OS X	Safari 2 and higher	Firefox 1.5 and higher

\*When using Firefox with Windows Vista for UTC Online, you need to update to the latest versions of Firefox and Java.

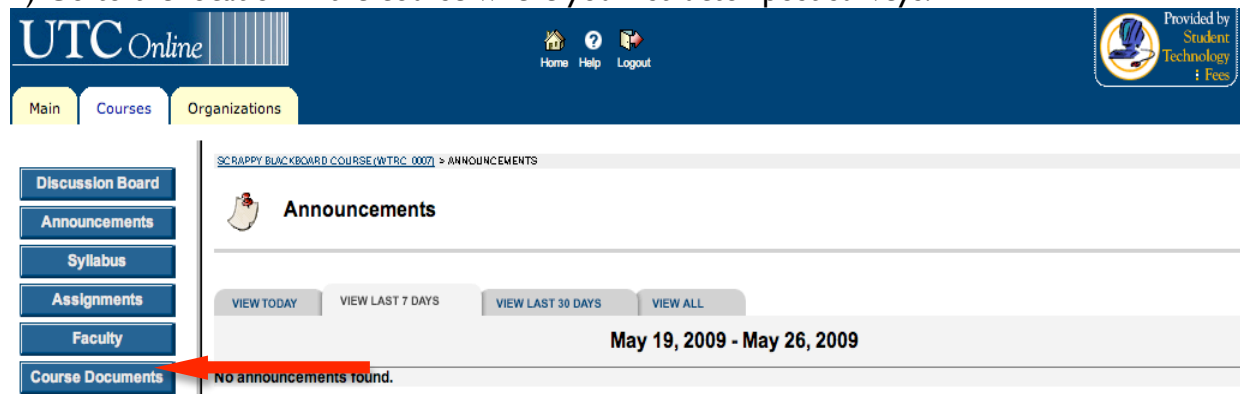
- Check Firefox Version - Select "Check for Updates..." from the Help menu
- Check Java Version - <http://www.java.com/en/download/help/testvm.xml>
- Download Java - <http://www.java.com/en/download/index.jsp>

## Browser Set-up for UTC Online

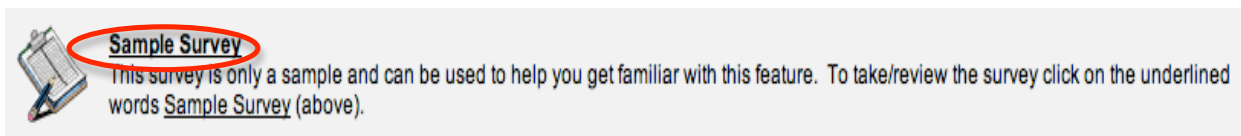
- JavaScript must be enabled.
- Cookies must be enabled (including third-party cookies).
- Pop-up windows need to be enabled for some testing in UTC Online, depending on how the instructor sets up their test. To be on the safe side disable any "pop-up blocker" software you have installed on your computer.

## TO TAKE THE SURVEY:

1) Go to the location in the course where you instructor post surveys.




2) Single-click the Survey link.



3) Click OK to enter the survey. Note: once you open the survey you will not be able to “leave” the survey, so be sure to only click OK when you are ready to take it.

Click **OK** to begin: Sample Survey. Click **Cancel** to return.




Wait for the entire survey to load before beginning the survey.

## Preview Assessment: Sample Survey

<b>Name</b>	Sample Survey
<b>Instructions</b>	Answer the question (s) and submit your response.
<b>Multiple Attempts</b>	This Survey allows multiple attempts.
<b>Force Completion</b>	This Survey can be saved and resumed later.


### Question Completion Status:

**Question 1** 

I am satisfied with my choice on attending UTC.

True

False

**Question 2** 

The name of the UTC mascot is \_\_\_\_\_.

Mocs

Scrappy

Choo Choo

Moore

## Things to avoid and remember while taking a Survey:

- Do not use the “Save” button next to each question, wait to save after you have answered 7 or 8 questions
- DO NOT click Submit until you have completed the survey
- Don’t use any of the browser navigation buttons (i.e. Back, Forward, and Home), only use the navigation buttons within UTC Online
- Do not leave the assessment page without completing the assessment and clicking the Submit button at the end.
- While taking the survey do not click the Refresh or Reload buttons in your browser
- Do not use bookmarks, only access the survey through UTC Online links



- Do not open other browser windows while taking a UTC Online assessment
- Do not hit the “Enter” Key on your keyboard to submit your answers, use the navigation within UTC Online
- If you are only able to answer one question at a time on your survey, only single-click “next” to move onto the next question
- Do not click on other course buttons on left side panel once the assessment has started. If you do, your survey will be prematurely submitted
- If you are the survey requires a short answer or essay, write your answers in Notepad or Word and cut/paste them into the UTC Online platform. That way if something goes wrong you will have a copy of your answers.

3) When you are finished taking the survey, Single-click on “Submit” and wait patiently. DO NOT double-click on “Submit”. After clicking the Submit button, DO NOT use the Back button to return to the assessment page.

### **REASONS YOUR TEST MIGHT BE INTERRUPTED:**

1) ISP Connection Terminated: Find out how long your ISP connection can remain idle before your connection is terminated by calling your Internet Service Provider. Depending on the length of the quiz, you may be logged out because of inactivity. Filling out your survey does not produce activity that the server recognizes.

2) Blackboard System Time-Out: The Blackboard system will time out in 3 hours of system inactivity

3) Modem Problems or Interruptions: call waiting

4) Opening Other Applications: Do not open other applications while taking your survey

5) System Crash

6) Power Failure

### **TERMINATED CONNECTION?**

- 1) Do not close your browser window
- 2) Attempt to reconnect and try to submit your survey
- 3) Immediately email your instructor

If an error occurs with your survey, the display in My Grades will show an exclamation mark. You will not be able to take the assessment a second time until your instructor clears your attempt. It is up to the instructor to decide whether to allow you to access the assessment a second time.

