

Knowledge Dock, University of East London

Student Experience | case study

How was EasySurvey Used?

The survey was used to gather student feedback on the services and facilities within the Knowledge Dock around student start-ups, placements and internships. The Knowledge Dock is a start-up catalyst and business incubator based in the Docklands, East London.

How did it make a difference?

The survey helped identify areas where improvements could be made regarding knowledge creation, information provision and signposting.

The majority of the students surveyed wanted to find out more about the facilities and programmes on offer. A key theme identified was that students wanted to know more about the **Student Enterprise Programme** and to be kept informed about any developments

The survey was particularly useful in starting a student distribution list. Students were given the option to leave their email addresses to receive further information and updates. The majority of the students left their email addresses.

Key lessons that were learned

- The ability to carry out the survey on a tablet was extremely helpful.
- It was quick and easy to survey students anywhere within the Knowledge Dock office building using the kiosk mode feature.



RIX EasySurvey in action - case study series



Nottinghamshire County Council Virtual School, Measuring Progress | case study

How was EasySurvey used?

Nottinghamshire County Council used EasySurvey to measure Looked After Children's (LAC) engagement with Literacy. This was part of a Literacy intervention programme designed to close the attainment gap between LAC and non-LAC learners.

The survey encouraged them to self review their attitude towards Literacy pre-intervention, with a follow up survey post intervention.

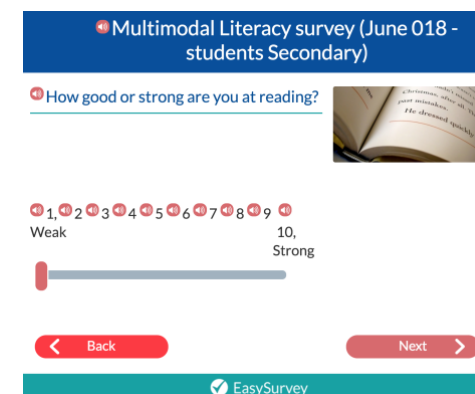
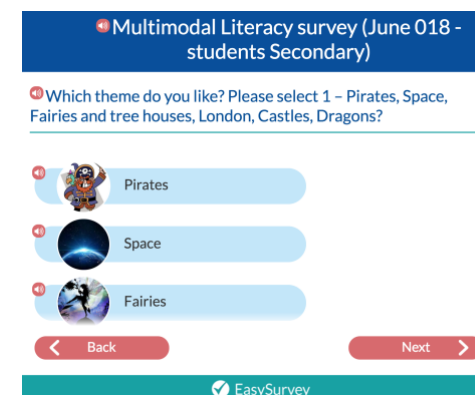
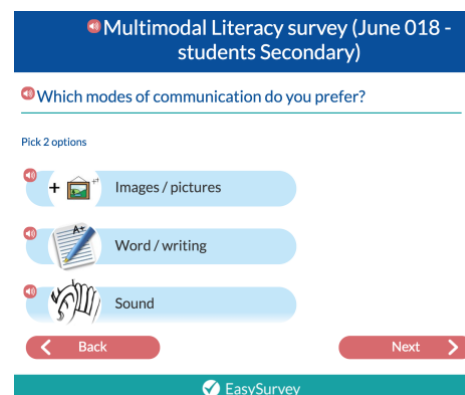
How did it make a difference?

The EasySurvey was accessible and gave all young people the chance to share their views about their confidence and motivation. The students gave valuable insights into their interests which were used to tailor the programme in order to maximise its impact. This feedback was easily captured and understood through the EasySurvey results dashboard.

The results helped Nottinghamshire County Council to demonstrate how the Literacy intervention plan contributed to halving the gap between KS2 outcomes for LAC and non LAC in Nottinghamshire (2016 KS2 results).

Key lessons that were learned

- Allowed non-readers (low confidence readers) to access the survey independently and respond.
- Motivational and fun to complete for many hard to engage students.
- Data used to demonstrate efficacy of programme and prove impact.



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CENMAC

Evaluating the Quality of Services for Young People | case study



How was EasySurvey used?

CENMAC is a team of advisory teachers who support pupils who have difficulties accessing the curriculum because of a physical disability. The following local authorities subscribe to the service provided by CENMAC; Greenwich, Westminster, Kensington & Chelsea, Hammersmith & Fulham, Wandsworth, Lambeth, Southwark and Richmond. EasySurvey was used to create a survey that would allow all young people to give feedback and evaluate the assistive technology they use.

How did it make a difference?

EasySurvey affords the flexibility to quickly create a questionnaire with a range of question options and with a breadth of engaging rich media. The rich media, (such as video, images and sound) means the surveys created are accessible. Administering the survey is very quick and easy. The survey itself is a tool which is easy to differentiate for a range of learners and learning styles.

Key lessons that were learned

- EasySurvey allowed all young people to engage in an evaluative exercise.
- CENMAC uses the evaluation data from young people to shape and re-shape their service delivery.
- Services for young people can be improved when we provide a genuine and accessible route for opinions to be shared and feedback to be expressed.

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London Borough of Camden

A survey about EasySurvey | case study

How was EasySurvey used?

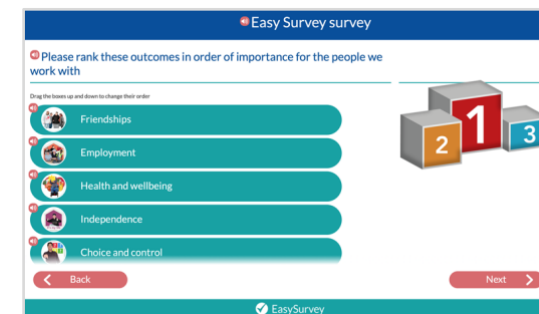
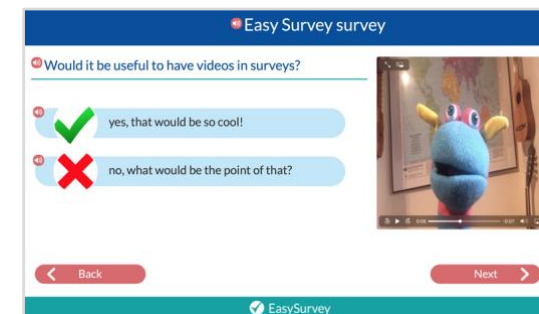
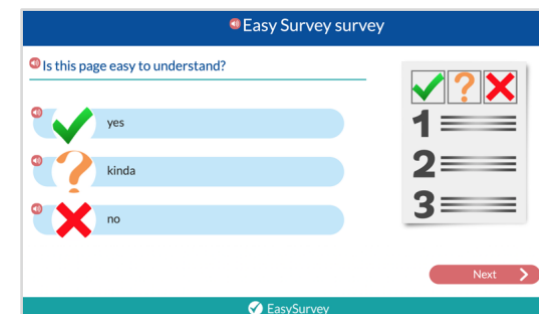
CLDS, Camden's learning disabilities service, has been using other survey software to create accessible surveys and we hoped to find something that would be easier to use, especially in terms of survey creation. This test survey gave health and social care staff, including senior managers and advocacy coordinators, the chance to see what EasySurvey can offer in terms of accessibility and to comment on the user experience as advocates for people with learning disabilities.

How did it make a difference?

The responses we received confirmed that, for many people, this survey tool would be easier to use and more accessible than the one we currently use. There were some interesting comments about the different question types and whether or not it might be confusing for people to move from a simple 'single select' question to a 'rating scale' or 'ranked list' question within the same survey. The use of video in surveys got a big thumbs up as a new way of sharing information with people in order to get their views on something.

Key lessons that were learned

Our key learning from trying out EasySurvey is that the ease of use of the admin area, where the user creates surveys, is as important as the accessibility of the surveys themselves. Our team does not have the kind of technical skill that is required to create accessible surveys with more complicated survey tools and staff are increasingly expected to do things for themselves before calling on business support or IT for help. We need survey software to be intuitive and easy to use so that anyone can easily and quickly create an accessible survey. EasySurvey definitely achieves this and we look forward to using it in the future.



Herefordshire County Council

Evaluation of new software in Herefordshire Local Authority | case study

How was EasySurvey used?

An EasySurvey was sent to a group of students at Star College (a college for people with complex and multiple learning disabilities) for them to give feedback on their use of the new Wiki-Me software which Herefordshire LA are currently piloting. The survey was designed to understand how the students used the different features of the software.

The use of EasySurvey was a critical part of a *Takeover Challenge* project. This is a national project run by the Children's Commissioner to increase the engagement of young people in decision making.

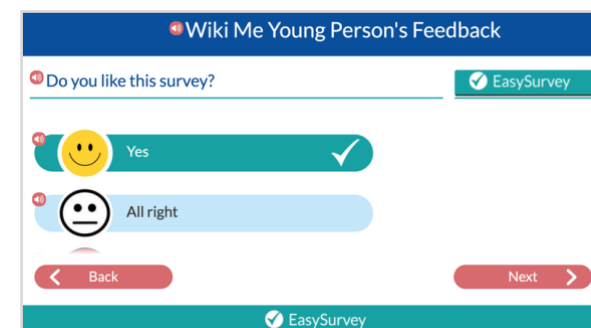
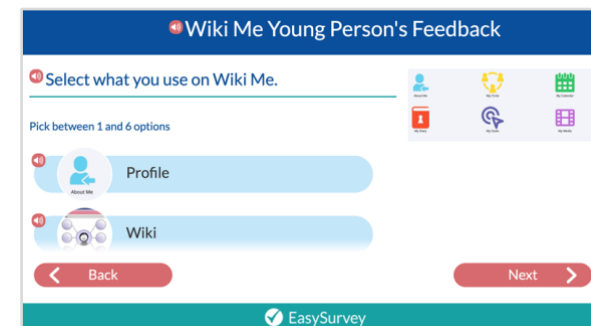
How did it make a difference?

The intention is to use the EasySurvey feedback to learn about the use and value of the Wiki-Me software. The young people's responses from the survey will enable us to consider their views and hear their voice.

In addition, the information collected from the survey will be used to create a report that supports ongoing funding for the Wiki-Me software. The feedback from the young people will also provide information about particular software features that could be added or further developed in Wiki-Me.

Key lessons that were learned

- EasySurvey is straightforward to use
- There is a skill in choosing questions and images for the audience in order to get meaningful feedback
- The young people commented that the survey was 'good' and 'really colourful'



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Bexley Voice Parent Carer Forum

Parent Carer evaluation of Bexley Voice services in Bexley | case study



How was EasySurvey used?

Bexley Voice Parent Carer Forum used EasySurvey to collect information from their parent/carer membership about the services Bexley Voice offer and to gain members opinions with regards to what they felt should be the organisations priorities going forward.

How did it make a difference?

The information gathered was used to inform and shape what Bexley Voice should focus on for the year ahead. Comments from parent carers about accessibility were positive and no one raised any issues regarding accessing the survey.

Key lessons that were learned

- The read aloud function was helpful.
- The survey test function was easy to use which enabled a draft to be shared easily with colleagues to comment on.
- For this particular survey BV did not use any videos or images but could see how these functions would enhance a survey and improve accessibility.
- BV added a more suggestions option on one of the questions and a couple of parents asked if there could be an option to add more than one suggestion.

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Oldham Parent Carer Forum

Consultation on access to community services | case study



How was EasySurvey used?

Parent/Carers were consulted on community commissioned services. Oldham Parent Carer Forum trialled Easy Survey as they were very interested in learning about the accessibility options that Easy Survey offers to evaluate if these options could support the increased engagement of members of the community that may not otherwise be able to participate.

How did it make a difference?

Oldham Parent Carer Forum found Easy Survey very easy to use when setting up a survey, downloading images and moving questions around. The survey looked engaging as it had different features such as images, and the option for speaking out the questions to the participant therefore increasing participation. It looked and felt user friendly.

The Forum did see an increase in the number of respondents; however, were unable to confirm if this was due to the accessibility elements of this survey or whether it was down to the topic requiring consultation.

Key lessons that were learned

- Easy Survey does what it says on the tin - Easy to set up, it doesn't take long to add the questions or import images and there are several different formats which make the survey engaging.
- There are a number of options to use for answers that creates engagement with the survey so you can adapt the type of feedback you are looking for.
- Families found the survey easy to use in the main.
- The end screen message would be helpful if it said "Thank You" for completing this survey.
- Oldham felt that the production of a report using Excel was time consuming and suggest that the reporting element of the survey should be improved.