



July 2006 Improvements to PeoplePulse – How They Impact You!

Overview:

Quinntessential has just completed its latest round of improvements to PeoplePulse to help you get even better value from your subscription and further cement our position as one of Australia's leading online survey tools.

This document is intended to summarise these enhancements and provide practical examples of how you can use them to your advantage.

If you would like to find out more about any of these enhancements, please feel free to contact Sogol Samadi on (02) 9232 0172.

Enhancements in Summary:

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1: Tracking Survey Invite Recipients

■ Description:

If you use PeoplePulse's eInvites module to send out survey invites and reminders, an extra feature has been added to allow you to identify exactly who:

- has received your survey invite,
- has started to complete the survey, and
- has completed the entire survey

... all from within the main Invite Management area.

This tracking list can be sorted by any field, and exported to Excel. The Invitation Recipients feature also allows you to conduct free text searches to track the status of specific names or e-mail addresses that you have sent invites to.

Test - Recipients								
Home > Live IRIS > PeoplePulse Post Training S... > Test - Recipients								
Pages: [1]				Search: Email for				
Email ▲	Field 1	Field 2	Field 3	Field 4	Invitation Sent	Reminder Sent	Started	Finished
bclatwor@bigpond.net.au	Brian	Clatworthy			No	No	No	No
hoa_tran@health.qld.gov.au	Hoa	Tran			No	No	No	No
jan@coastbiz.com	Jan	Smith			No	No	No	No
salthomp@hotmail.com	Sally	Thompson			No	No	No	No
sf@donney.com	Sally	Fields			No	No	No	No
sue@abc.com.au	Sue	Jones			No	No	No	No
traceyadj@hotmail.com	Tracey	Adjon			No	No	No	No

Lines/page 1000 Pages: [1] ? [X] Exit

■ Potential Uses:

This feature is a great way to track exactly who has started and/or finished your survey, whilst still maintaining the anonymity of the person's response. For example, you can conduct searches to see whether a particular recipient has completed your survey or not, by searching for their name or email address, but you cannot actually link their name to their responses to help protect their anonymity.

NB: You can still link a survey response to a person's name from our reporting console, if you have asked the recipient to enter their name in your questionnaire and they have complied with this request.

2: New Feature: Saved Reports

■ Description:

Customised Overview Reports and Cross Tab Reports can now be saved and stored in PeoplePulse. This new feature allows you to apply an unlimited number of filters and/or criteria to your Overview report, or to generate a Cross Tab Report and then save it so that you do not have to generate the report again next time you want to view it.

Once reports are saved, they will be stored under the new Reporting sub-menu called “Saved Reports.”

Users can opt for saved reports to be made ‘public’ (i.e. allow every user in their account access to the report), or ‘not public’ (i.e. only your login will have access to the saved report).

There is no limit to the number of saved reports you can store within your account.



The screenshot shows the 'Saved Reports' interface. At the top, there is a breadcrumb 'Home > Saved Reports' and a search bar with 'Report Label' selected. Below the search bar is a table with the following columns: Report Label ▲, IRIS Name, Type, Created By, Public, and Functions. The table contains three rows of data. At the bottom of the table, there is a 'Lines/page' dropdown set to '1000' and a 'Pages: [1]' indicator. An 'Exit' button is located in the bottom right corner.

Report Label ▲	IRIS Name	Type	Created By	Public	Functions
Cross Tab	Test Cross Tab	Cross Tab Report	Sogol Samadi	No	 
Males only	Test Cross Tab	Overview Report	Sogol Samadi	Yes	 
NSW Respondents	Test Cross Tab	Overview Report	Sogol Samadi	No	 


■ Potential Uses:

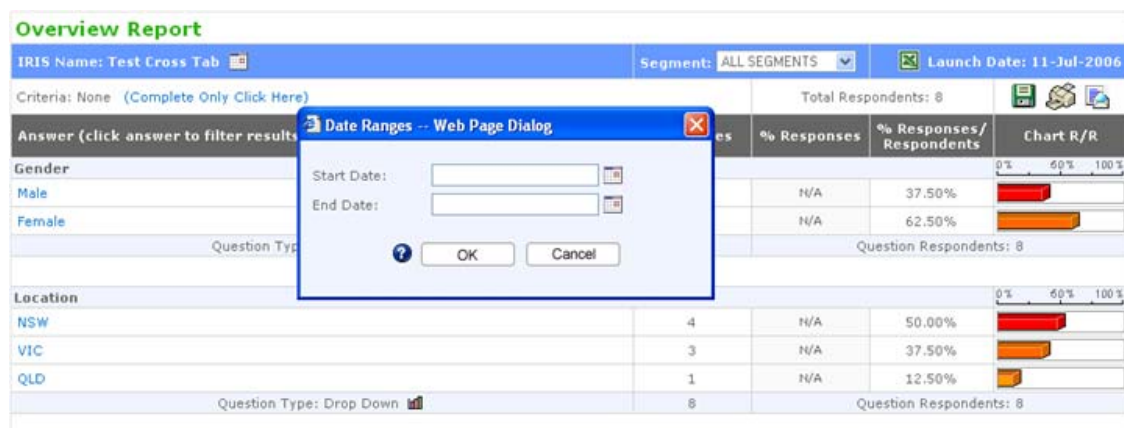
The Saved Reports feature is useful for customising your reports and storing them so that you save time when you want to view them again. For example, if you wish to view your results by state and your first survey question is “Which state do you reside in?” – you can generate a separate report for each state and save them, so all you have to do to view the results for New South Wales would be to go to Saved Reports and click on the report for NSW.

3: Enhancements to Selecting Date Ranges for Reports

■ Description:

You can filter your results by a date range after you have run the report. Previously you could only set date ranges at the point that you generate your report, but not after the report had displayed.

In the Overview Report and the Cross Tab Report, an icon has been added to the top of the reports allowing you to select to view responses for a set date range. This can be done by clicking on  icon at the top of your report, and specifying the dates you would like to see data for by clicking on the calendar 'start date' and 'end date' icons.



The screenshot shows an 'Overview Report' for 'IRIS Name: Test Cross Tab' with a 'Segment' of 'ALL SEGMENTS' and a 'Launch Date' of '11-Jul-2006'. The report displays data for 'Gender' and 'Location'. A dialog box titled 'Date Ranges -- Web Page Dialog' is open, allowing users to specify a 'Start Date' and 'End Date' for filtering the results. The dialog box has 'OK' and 'Cancel' buttons.

Answer (click answer to filter results)	es	% Responses	% Responses/ Respondents	Chart R/R
Gender				
Male		N/A	37.50%	
Female		N/A	62.50%	
Question Type:				
Total Respondents: 8				
Location				
NSW	4	N/A	50.00%	
VIC	3	N/A	37.50%	
QLD	1	N/A	12.50%	
Question Type: Drop Down				
Question Respondents: 8				

■ Potential Uses:

This feature allows you to easily filter your results for a particular date range after the report has been generated, rather than showing all results irrespective of when they were received.

For example, if you have an ongoing satisfaction survey, and you have recently made some changes to your services and would like to see whether it has improved the way your clients rate your services compared to the previous 6 month period, you can run the Overview Report to see all results, and then from the same screen filter your results by date range to compare how results have changed over time.

4: Enhancements to Cross Tab Report

■ Description:

The Cross Tab report has now been enhanced to include an option allowing you to choose how you want the percentage values to be calculated. You now have 3 choices regarding how you want the percentage values calculated:

(a) Percentage of the **grand total**

E.g. 25% of the 8 people who completed the entire survey are males from NSW.

		Gender		
		Male	Female	Totals
Location	NSW	2 (25.0%)	2 (25.0%)	4 (50.0%)
	VIC	1 (12.5%)	2 (25.0%)	3 (37.5%)
	QLD	0 (0.0%)	1 (12.5%)	1 (12.5%)
	Totals	3 (37.5%)	5 (62.5%)	8 (100.0%)

(b) Percentage of the **column total**

E.g. 66.7% of the males who completed the survey are from NSW (a total of 3 males completed the survey).

		Gender		
		Male	Female	Totals
Location	NSW	2 (66.7%)	2 (40.0%)	4 (50.0%)
	VIC	1 (33.3%)	2 (40.0%)	3 (37.5%)
	QLD	0 (0.0%)	1 (20.0%)	1 (12.5%)
	Totals	3 (100.0%)	5 (100.0%)	8 (100.0%)

(c) Percentage of the **row total**

E.g. 50% of the 4 people who are from NSW are males.

		Gender		
		Male	Female	Totals
Location	NSW	2 (50.0%)	2 (50.0%)	4 (100.0%)
	VIC	1 (33.3%)	2 (66.7%)	3 (100.0%)
	QLD	0 (0.0%)	1 (100.0%)	1 (100.0%)
	Totals	3 (37.5%)	5 (62.5%)	8 (100.0%)

■ Potential Uses:

The Cross Tab report allows you to cross tabulate the results for up to three questions in any one survey, and view numerical data, as well as percentage values, making it easier to analyse trends in your data. You can now calculate percentage values for row totals and column totals as well as the total number of respondents, giving you ultimate flexibility as to how you display your survey results.

5: Enhancements to Responses Report

■ Description:

The Responses Report now has two extra functions. Namely:

1. Filters added to Responses Report

You can now opt to view filters (if they have been included in your survey) in your responses report. This can be done by ticking the “Include Filters in output” box when you are generating your Responses Report.

The screenshot shows the 'Responses' page in PeoplePulse. At the top, there is a breadcrumb 'Home > Responses'. Below that, the 'IRIS' dropdown is set to 'PeoplePulse Post Training Survey'. The 'Date Range' is set to 'All'. The 'Order By' dropdown is set to 'Unique ID'. There are two columns: 'Available Fields' and 'Show Fields'. The 'Available Fields' column contains a list of fields including 'Unique ID', 'User ID', 'Segment', and several survey questions. The 'Show Fields' column is empty. Below these columns, there are two checkboxes: 'Run report with completed IRIS only' (checked) and 'Include Filters in output.' (checked and circled in red). At the bottom right, there are buttons for 'Export CSV' and 'Run Report'.

2. Export to CSV without generating Responses Report in PeoplePulse

You can now opt to export your Responses Report directly to a CSV file without having to run the report in PeoplePulse by clicking on the “Export CSV” at the bottom of the Responses page, rather than clicking on “Run Report.”

■ Potential Uses:

Both enhancements allow you to view and analyse your data more easily and efficiently. Filters can now be viewed in your Responses Report as well as your Overview Report, allowing for further flexibility when viewing data. For example, you can use PeoplePulse’s custom link builder to preload a recipient’s name into the survey link that gets sent to them, and then from the responses report display the person’s name and the results that pertain to them side by side.

The Export to CSV function allows you to quickly view your results in a CSV format in one step less than what was previously required.