



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 its 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:

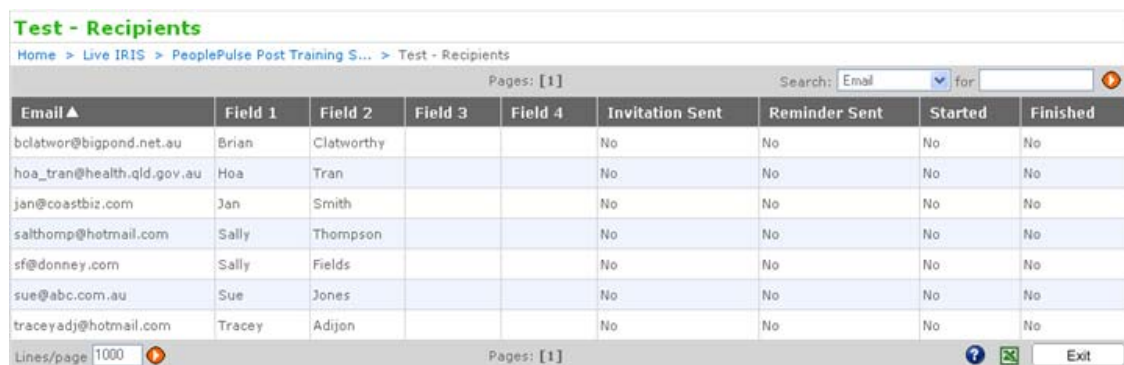
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1: Invitation Recipients

■ Description:

An extra feature has been added to the PeoplePulse Email Invite module, allowing you to identify who has received your survey invite, who has commenced the survey, and who has completed it.

This list can be sorted by any field, and exported to Excel. The Invitation Recipients feature also allows you to conduct searches.



The screenshot shows a web interface titled "Test - Recipients". It includes a breadcrumb trail: "Home > Live IRIS > PeoplePulse Post Training S... > Test - Recipients". Below the breadcrumb is a search bar with "Email" selected and a search icon. The main content is a table with the following columns: "Email ▲", "Field 1", "Field 2", "Field 3", "Field 4", "Invitation Sent", "Reminder Sent", "Started", and "Finished". The table contains seven rows of data. At the bottom of the interface, there is a "Lines/page" dropdown set to "1000" and a "Pages: [1]" indicator. An "Exit" button is located in the bottom right corner.

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	Adjion			No	No	No	No

■ Potential Uses:

This feature is a great way to track who has started and/or finished your survey, whilst 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.

2: Saved Reports

■ Description:

Overview Reports and Cross Tab Reports can now be saved and stored in PeoplePulse. This 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 access to the report), or not public (i.e. only you will have access to the saved report).

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

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:

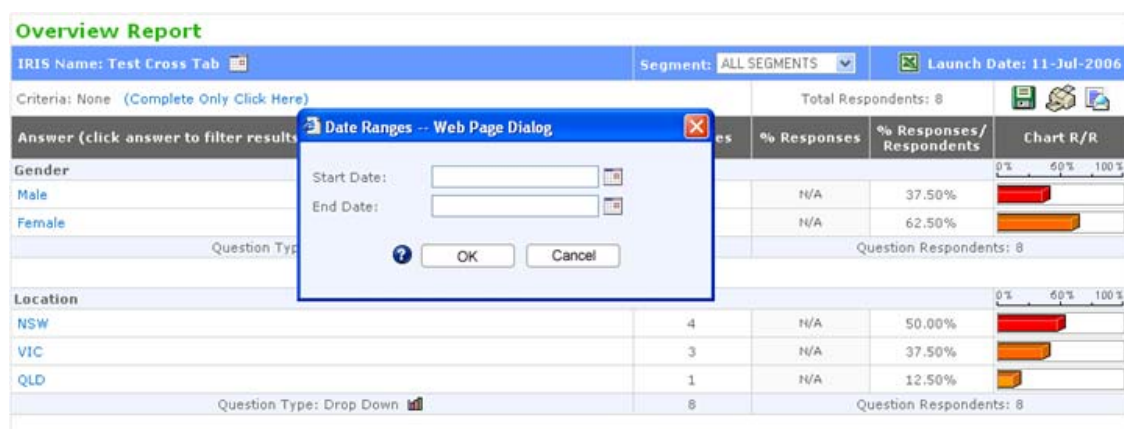
The Saved Reports feature is useful for customising your reports and storing them so that you save time when you want to view them again. For example, if you wish to view your results by state and your first survey question is "Which state do you reside in?" – you can generate a separate report for each 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


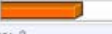



■ Description:

You can now set date ranges in your reports screen as well as when you are generating your report.

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 electing the dates you would like to see data for by clicking on the calendar 'start date' and 'end date' icons.



The screenshot displays the 'Overview Report' interface. At the top, it shows 'IRIS Name: Test Cross Tab', 'Segment: ALL SEGMENTS', and 'Launch Date: 11-Jul-2006'. Below this, there are options for 'Criteria: None' and 'Total Respondents: 8'. A modal dialog box titled 'Date Ranges -- Web Page Dialog' is open, featuring 'Start Date' and 'End Date' input fields with calendar icons, and 'OK' and 'Cancel' buttons. The background report table is partially visible, showing columns for 'Answer (click answer to filter results)', '% Responses', '% Responses/ Respondents', and 'Chart R/R'. The data rows include 'Gender' (Male, Female) and 'Location' (NSW, VIC, QLD).

Answer (click answer to filter results)	% Responses	% Responses/ Respondents	Chart R/R
Gender			0% 60% 100%
Male	N/A	37.50%	
Female	N/A	62.50%	
Question Type: Drop Down			Question Respondents: 8
Location			0% 60% 100%
NSW	4	N/A	50.00% 
VIC	3	N/A	37.50% 
QLD	1	N/A	12.50% 
Question Type: Drop Down	8		Question Respondents: 8

■ Potential Uses:

This feature allows you to easily report on results for a particular date range, 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 compare the results accordingly by generating reports for selected date ranges.

4: Enhancements to Cross Tab Report

■ Description:

The Cross Tab report has now been updated to include an option allowing you to choose how you want the percentage values to be calculated. You now have the choice of having the percentage value calculated as:

Percentage of the grand total

E.g. 25% of the 8 people who completed the 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%)

Percentage of the column total

E.g. 66.7% of the 3 males who completed the survey are from NSW.

		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%)

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 calculate percentage values for row totals and column totals as well as the total number of respondents.

5: Enhancements to Responses Report

■ Description:

The Responses Report now has extra functions:

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 checking the “Include Filters in output” box when you are generating your Responses Report.

The screenshot shows the 'Responses' report configuration page. At the top, the title 'Responses' is in green. Below it, the breadcrumb 'Home > Responses' is visible. The main area contains several configuration options:

- IRIS:** A dropdown menu set to 'PeoplePulse Post Training Survey'.
- Date Range:** Radio buttons for 'All' (selected) and 'Selected'.
- Order By:** A dropdown menu set to 'Unique ID'.
- Available Fields:** A list of fields including 'Unique ID', 'User ID', 'Segment', and various survey questions like 'Please confirm who trained you (please tick all that apply)', 'Your login details / password', 'The PeoplePulse user manual', 'A brief outline of what to expect at the workshop', 'The workshop was well structured', 'The workshop was conducted at a suitable pace', 'The amount of material covered was appropriate', 'The trainer was easy to follow/ understand', 'You felt comfortable to ask questions during the workshop', 'You have a sound understanding of PeoplePulse', 'The User Manual was helpful and easy to refer to', and 'If you marked us with a poor score in any of the...'. There are '>>' and '<<' buttons between the 'Available Fields' and 'Show Fields' boxes.
- Show Fields:** An empty box for selected fields.
- Checkboxes:** Two checked checkboxes: 'Run report with completed IRIS only' and 'Include Filters in output'.
- Buttons:** 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.

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