

Submission Information

- Accessing surveys for the Evaluation Instrument:
 - **Agency Component:** The Agency component will be submitted here: <http://bit.ly/2017EIAgency>. You will need to submit one survey for your agency.
 - **Project Component:** The Project Component will be submitted here: <http://bit.ly/2017EIProject>. You will need to submit a survey for each project

Separate links for each component!



Submission Information

Browser Compatibility:

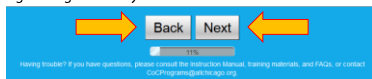
- We recommend using **Firefox** or **Google Chrome** as your browser when working with SurveyGizmo. Please see the following from the Survey Gizmo site:

"SurveyGizmo tests and supports use of our application in all major browsers including Google Chrome, Firefox, Safari, and Internet Explorer 8, 9, 10 and 11. We recommend always keeping your browser up to date with the most current version to ensure continued compatibility. Older versions of supported browsers might present quirks or inconsistencies when compared to their up-to-date counterparts. IE users using high security settings (generally between medium-high to high depending on the version) might run into issues when using the SurveyGizmo application. High security settings may block JavaScript which SurveyGizmo uses to make the application interactive."



SurveyGizmo Basics

Navigating through a survey:



Required Questions:

Agency Name *

Characters used: 0 out of 100

This question is required

Agency Name *



SurveyGizmo Basics

• Types of Questions

- Multiple Choice
- Checkboxes

11. The agency has a practice or policy that ensures all staff participates in supervision that occurs at least monthly. *

- Yes
 No

12. The agency is able to provide documentation that demonstrates any of the following to support staff in implementing the housing first approach: *

	Yes	No
a. On-site, ongoing support (ex: regular group supervision, regular supervision, team meetings)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Off-site, ongoing support (ex: from peers, roundtables, constituency groups)	<input type="checkbox"/>	<input checked="" type="checkbox"/>



SurveyGizmo Basics

• Types of Questions

- Textbox
- Full Essay/Narrative

3. Are there avenues for consumers to provide anonymous feedback? *

(1 point for Yes and completed narrative) *

If Yes, please provide narrative that explains how the process allows for anonymous feedback and prevents negative consequences. *

- Yes
 No

Narrative:

Anonymous process that prevents negative consequences



SurveyGizmo Basics

• Types of Questions

- Multiple Type/Part Questions

1. Does someone from your agency participate as an active member of any of the following committees/commissions (2015 Membership)? *

(2 Points for Yes and completed chart) *

Participation: *

- Yes
 No

If Yes, please complete chart below: *

Chicago Interim Board of Directors

HMV Committee

HHS Committee



SurveyGizmo Basics

- Types of Questions
 - Signature

Authorized Representative Signature *



Authorized Representative:



SurveyGizmo Basics

Hidden Questions:

3. Does your agency participate in HMIS for this project? *

Participation is defined as making reasonable efforts to enter all required data elements for all clients.

- Yes
- No
- No- OV Exclusive Agency

You did not answer Threshold Question 3 affirmatively. If the project is unable to answer this question affirmatively, you must attach an explanatory letter for review by All Chicago. (1 MB File Size Limit)
 Save file as: "Project Name_HMISThreshold" *

Find each Browse, then select the file from your computer. The file will upload automatically.



SurveyGizmo Basics

- Types of Questions

- Upload a File: **Attachment Required**

Attach the Project's completed 2017 Recapture Spreadsheet.
 (2 MB File Size Limit)
 Save file as: "Project Name_Recapture" *

File: Recapture+Spreadsheet.xlsx

Attach your agency's **TWO (2)** most recent Employer's Quarterly Federal Tax Return, Form 941. (10MB File Size Limit)
 Save file(s) as: "Agency Name_Form941" May be in one attachment or two separate attachments.

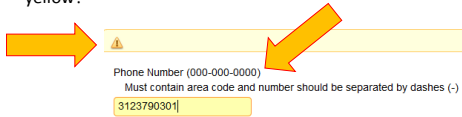
File: Finance Doc.pdf
 File: Finance Doc.pdf



SurveyGizmo Troubleshooting

I am not able to move forward in the survey. What should I do?

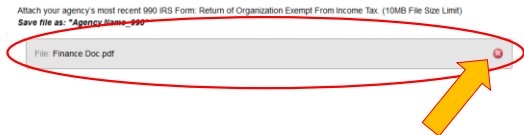
- Check to be sure you've answered all questions in the correct format – Have any questions been highlighted in yellow?



SurveyGizmo Troubleshooting

My document will not upload. What should I do?

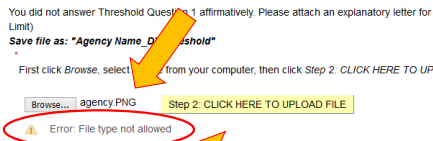
- Is there already a file uploaded? Most uploads are limited to ONE attachment, unless otherwise indicated



SurveyGizmo Troubleshooting

My document will not upload. What should I do?

- Check the file type – PDF, Excel, etc.



SurveyGizmo Troubleshooting

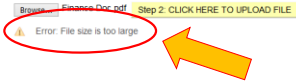
My document will not upload. What should I do?

- Check the file size limits – Reduce size of file

You did not answer Threshold Question 1 affirmatively. Please attach an explanatory letter for review by All Chicago. (2 MB File Size Limit)

Save file as: "Agency Name_DVThreshold"

First click Browse, select the file from your computer, then click Step 2: CLICK HERE TO UPLOAD FILE to complete the upload.



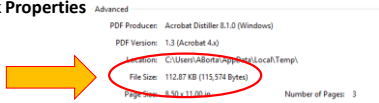
SurveyGizmo Troubleshooting

How do I reduce the size of my file?

- Check what size your file is currently. Is it more than 5MB?

How to check the size of a file:

- If the file is currently open in Adobe Acrobat, click **File** and then click **Properties**



- **Note:** In the example here, the PDF is 112.87 KB. There are 1024 kilobytes (KB) in 1 megabyte (MB), and the files must typically be under 2 MB or 2048 KB.



SurveyGizmo Troubleshooting

How do I reduce the size of my file?

- Is your file saved as an *image* file, or a *text* file?
- If your file is too large to upload, you may want to compress the file or save it to your computer in a different format:
 - Use online compression tools, like <http://smallpdf.com/compress-pdf>
 - When scanning, choose in the settings on your copier/printer **COMPACT PDF**



SurveyGizmo Troubleshooting

Why do file sizes matter?

- Large files can slow down the server and may take more time to upload/send resulting in being timed out
- We receive over 200 separate submissions, so while one agency uploading a 10MB file might not have an impact, the total sum of files is already quite large
- To get an idea of how large file sizes are:
 - 1MB = 873 pages of plain text; or 4 books of 200 pages ea.
 - 5MB = the complete works of Shakespeare
 - 25MB = 26 Volume *Encyclopedia Britannica*



SurveyGizmo Troubleshooting

I saved my survey, but I did not receive the email containing a link to my survey. What should I do?

- Check your SPAM or JUNK folder
- There can sometimes be a delay from Surveygizmo. Wait at least 30 minutes (keep the survey open in your browser) and see if the email comes through.
- If you still have not received it, try starting over with saving and enter your email again
- Try using a different email address
- If you continue to have difficulty, contact CoCPrograms@allchicago.org. Please note, All Chicago is not able to send a Save and Continue link



SurveyGizmo Troubleshooting

I completed Submission, but I did not receive the confirmation email. What should I do?

- Check your SPAM or JUNK folder
- There can sometimes be a delay from Surveygizmo. Wait at least 30 minutes and see if the email comes through.
- Are you the **Primary Contact** person listed in the submission? The email will only go to the Primary Contact email address.
- If you continue to have difficulty, contact CoCPrograms@allchicago.org. All Chicago is able to re-fire the confirmation email or confirm submission was received.



SurveyGizmo Troubleshooting

Other issues?

Let's try some of these scenarios together.



SurveyGizmo Tips and Tricks

- Utilize the Instruction Manual and FAQs for additional details or assistance (i.e. naming conventions for file uploads)
- Have your responses prepared before going into Surveygizmo to complete the survey – Remember, you will not be able to move forward without answering required questions!
- **Do not wait until the last minute!** All enough time for troubleshooting or technical difficulties
- If you're having trouble, try using a different browser or restarting your computer.



Questions?

- Use the resources available on the All Chicago website: www.allchicago.org
- Contact CoCPrograms@allchicago.org if you need assistance troubleshooting in SurveyGizmo
- Allow enough time to address any technical difficulties – For email or phone inquiries, allow 24-48 hours for a response. Closer to the submission date, we get a high volume of calls/emails