

EQUASP MONITORING SOFTWARE
Software for the on-line Monitoring of the Quality of
Study Programmes perceived by Stakeholders

EQUASP MONITORING SOFTWARE
User Guide

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1. AIM

The document contains the user guide of EQUASP MONITORING SOFTWARE – Software for the on-line monitoring of the quality of study programmes perceived by stakeholders.

2. PRE-PRODUCTION AND PRODUCTION ENVIRONMENTS

EQUASP MONITORING SOFTWARE is a web application accessible through a web browser.

It is deployed on two different environments: PRE-PRODUCTION and PRODUCTION:

2.1 PRE-PRODUCTION ENVIRONMENT

The pre-production environment is devoted to test activities on the questionnaires:

- **Questionnaire for students: course units**
<http://limesurvey-equasp.pp.cineca.it/index.php/699253?lang=en>
- **Questionnaire for students: training periods outside University**
<http://limesurvey-equasp.pp.cineca.it/index.php/213992?lang=en>
- **Questionnaire for students: mobility**
<http://limesurvey-equasp.pp.cineca.it/index.php/492289?lang=en>
- **Questionnaire for graduates**
<http://limesurvey-equasp.pp.cineca.it/index.php/485634?lang=en>
- **Questionnaire for employed graduates**
<http://limesurvey-equasp.pp.cineca.it/index.php/565235?lang=en>

PRE-PRODUCTION CONFIGURATION AREA

The pre-production configuration area can be accessed in order to obtain statistics on the pre-production questionnaires:

<http://limesurvey-equasp.pp.cineca.it/index.php/admin/>

Username: help.equasp

Password: equasp

2.2 PRODUCTION ENVIRONMENT

The production environment contains the production questionnaires:

- **Questionnaire for students: course units**
<http://limesurvey-equasp.cineca.it/index.php/699253?lang=en>
- **Questionnaire for students: training periods outside University**
<http://limesurvey-equasp.cineca.it/index.php/213992?lang=en>
- **Questionnaire for students: mobility**
<http://limesurvey-equasp.cineca.it/index.php/492289?lang=en>
- **Questionnaire for graduates**
<http://limesurvey-equasp.cineca.it/index.php/485634?lang=en>
- **Questionnaire for Employed Graduates**
<http://limesurvey-equasp.cineca.it/index.php/565235?lang=en>

PRODUCTION CONFIGURATION AREA

The production configuration area can be accessed in order to obtain statistics on the production questionnaires:

<http://limesurvey-equasp.cineca.it/index.php/admin>

Username: help.equasp

Password: Eis9Deek

3. LIME SURVAY

The EQUASP questionnaires were implemented using the Lime Survey platform (<https://www.limesurvey.org/en/>), which is the most popular Free Open Source Software survey tool on the web.

LimeSurvey 2.x currently offers:

- Unlimited number of surveys at the same time
- Unlimited number of questions in a survey (only limited by your database)
- Unlimited number of participants to a survey
- Multi-lingual surveys
- User-management
- 28 different question types with more to come
- WYSIWYG HTML editor
- Quotas management
- Integration of pictures and movies into a survey
- Creation of a printable survey version
- Conditions for questions depending on earlier answers (Skip Logic / Branching)
- Piping and Micro-tailoring using a powerful expression engine

- Re-usable editable answer sets
- Ready-made importable questions & surveys
- Assessment surveys
- Anonymous and Not-Anonymous survey
- Open and closed group of participant surveys
- Optional public registration for surveys
- Sending of invitations, reminders and tokens by email
- Option for participants to buffer answers to continue survey at a later time
- Cookie or session based surveys
- Template editor for creating your own page layout
- Extended and user-friendly administration interface
- Back-office data entry possibility
- Survey expiry dates for automation
- Enhanced import and export functions to text, CSV, PDF, SPSS, R, queXML and MS Excel format
- Basic statistical and graphical analysis with export facility
- Screen Reader Accessibility
- W3C compliance
- A detailed manual is available in several languages in our Online Manual.

The online manual is available at this web address: https://manual.limesurvey.org/LimeSurvey_Manual

3.1 INSTALLATION OF THE QUESTIONNAIRES ON THE UNIVERSITY WEB SERVER

If you like to implement the questionnaires on your University you have to:

- install Lime Survey on your University web server;
- install the EQUASP questionnaires;
- customize it (first of all eliminate the initial questions about the University, the study programme, the course unit);
- connect the questionnaires to the University software for the students management system.

3.2 HARDWARE AND SOFTWARE REQUIREMENTS

Make sure your server meets the following additional requirements. Most of these requirements will also be checked during the installation.


Requirements:

- Minimum 200 MB disk space
- MySQL 4.1.0 or later OR Microsoft SQL Server 2005 or later OR Postgres 8.1 or later
- PHP 5.3.3 or later with the following modules/libraries enabled:
 - mbstring (Multibyte String Functions) extension library (see also Installation FAQ)

- PDO database driver for MySQL (pdo_mysql or pdo_mysql) or Postgres (pdo_pgsql) or MSSQL (pdo_sqlsrv for Windows and pdo_dblib for Linux)
- Also we assume in general that all PHP default libraries are enabled (like hash, session, etc.).
- Note: LimeSurvey 2.x uses different database drivers than 1.x . If you get a message not No DBO driver was found during the installation you will have to contact your webspace provider and ask them to activate one of the aforementioned database driver libraries.
- Note: If you are connecting from Linux to a MSSQL database on a Windows server using the dblib PDO driver, then the underlying FreeTDS needs to be set up correctly. Check out the [Troubleshooting]] page for more info.
- Optional PHP Extensions:
 - GD-Library with FreeType support installed is needed for captchas or nice charts in statistics - see PHP GD-Library Extension documentation
 - IMAP (pretty standard) is needed for the Email bounce tracking system - see PHP IMAP Extension documentation
 - LDAP installed is needed to import tokens using LDAP - see PHP LDAP Documentation
 - Zip (pretty standard) for template upload and import resources Zip archives - see PHP Zip Extension documentation
 - Zlib (pretty standard) is needed for the ComfortUpdate - see PHP Zlib Extension documentation
 - In most cases your webspace provider or system administrator will be able to help you out on these optional components.

4. STATISTICS

4.1 GENERAL

The statistics feature is available from the survey toolbar by clicking first on the  'Response and Statistics' icon in last drop-down menu (which is only available if a survey has been activated) and

then click the  statistics icon.

4.2 WHAT IS THE STATISTICS FEATURE?

You've got a survey running, or it is finished and you want to start analyzing the results. LimeSurvey can dump all the results into an Excel spreadsheet (or CSV file, or Microsoft Word file). Alternatively, you can use the statistics feature to have a look at your data and start getting some useful information from it.

The statistics feature allows you to 'filter' your data and retrieve numbers and summaries of different fields from it. The statistics script doesn't attempt to do highly complex filtering - but you'd be surprised by the sort of information that can be easily obtained.

4.3 VIEWING RESULTS AND FIELD SUMMARIES

When you click the "Get statistics" button you will be presented with a list of all available questions. For each question there is a checkbox that can be selected in order to show a summary of this table, and an icon that when clicked (or if the mouse hovers over it) will give you the full text of the question. To view the results for a question or questions, check the checkbox(es) at the top of the question(s) and then click "View stats". Alternatively to view the results for all available questions, check the "View summary of all available fields" box at the very top and then click "View stats".

You will then be given a "Results" table which will indicate the number of cases and a "Field Summary" table for each question selected which will summarize all possible answers in the question(s), their totals and their percentage.

4.4 FILTERING DATA

Data can be filtered in several ways:

1. By survey completion - use the dropdown at the top to select Completed, Incomplete or All records.
2. By ID - use the inputs to filter by ID number.
3. By response - click on one or more responses in the list under each question to filter the data by those responses (use CTRL/click to select multiple responses in the same question). Note that if you choose to view summary of all available fields (checkbox at top) you will need to select your response filters before checking that box.
4. By text - You can search the responses to a free text question type (and similar types) by entering a text. If you want to search for a partial string you can use the percentage sign (%) as wildcard. Example: If you look for 'Tom%' it will find entries with 'Tom' and 'Tommy', etc.

Selecting "View stats" will then give you the "Results" table, indicating the number of responses matching your criteria, and a "Field Summary" table for each question selected which will summarize all possible answers to the question(s), their totals and their percentage. It is important to note that

these results are a subset of your total responses. So, for example, if your criteria display 146 records out of a total 180, the summary will show the breakdown of just those 146 records for that table.

The images below indicate that it has been elected to view the stats for "Employment status" of **completed records/female/age 18-25**. This gives me the results for 6 out of 14 records.

Quick statistics: (Test Survey 5)

Filter settings

View summary of all available fields

Show graphs

Include: Completed Records Only

General Filters

ID

Number greater than:

Number less than:

=

Page 1 (Group 22)

"Gender:"

Female
Male

"Age:"

<18
18-25
26-35
36-45
46-55
56-65
>65

"Employment ..."

Unemployed
Part-time
Full-time
Retired
Student

View stats Clear

Quick statistics: (Test Survey 5)

Filter settings

Results

No of records in this query: 6
 Total records in survey: 14
 Percentage of total: 42.86%

Field summary for EmploymentSituation

Employment status:

Answer	Count	Percentage
Unemployed (1)	0	0.00%
Part-time (2)	3	50.00%
Full-time (3)	2	33.33%
Retired (4)	0	0.00%
Student (5)	1	16.67%
No answer	0	0.00%
Non completed	0	0.00%

Pay attention to the following questions:

- If you set criteria on the same question that you ask for a summary, then that question will only present answers matching your criteria. So, it is good practice not to set any criteria on the same question you are getting a summary of.
- To select multiple entries for a question hold down the CTRL button when clicking. To 'unselect' the last criteria (if you want to clear all criteria from a question) click on the last highlighted answer with the CTRL button.

4.5 BROWSING / EXPORTING FILTERED RESULTS

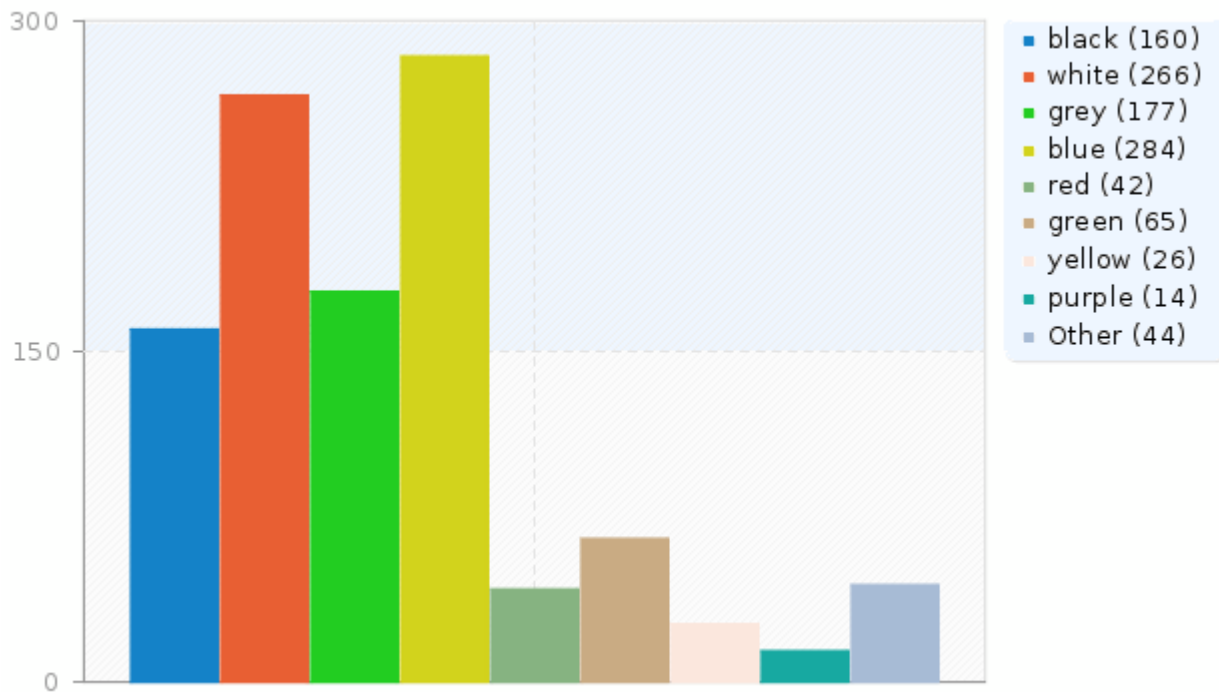
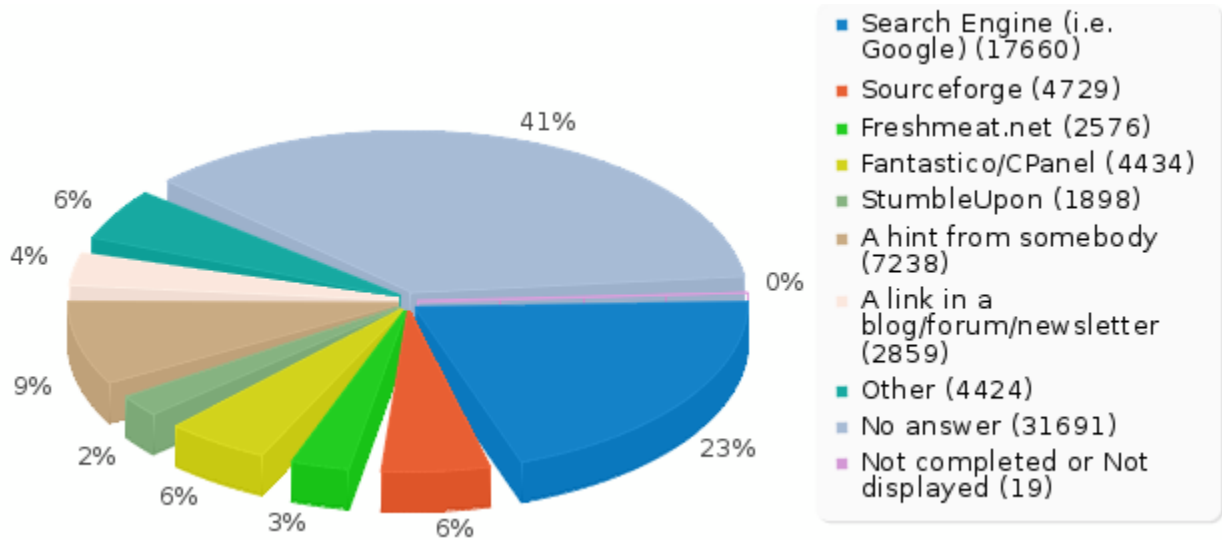
If you want to export the responses that match your criteria, click on the "export" button at the bottom of the 'Results' table. This will bring up the usual export screen, however when you export the results you will only receive the responses that match your criteria. Similarly, click on browse to view the matching responses in the browse screen.

4.6 GRAPHS

For charting the library pChart is used which is completely included and usually doesn't have to be configured.

After the graphs have been generated you can export these graphs easily. Use a right-mouse-click over the image and choose "Save image as" and save the graph as a .png-file to your chosen

location. Normally all results are displayed as pie charts - only for question type "Multiple Options" bar graphs are used.



4.7 INCOMPLETE ANSWERS, NO ANSWERS AND NOT COMPLETED / NOT DISPLAYED COUNTS

“**Incomplete answers**” counts: all answers that started, but weren't completed. An answer started when the participant clicked "Next" button in the survey, but did not click the "Submit" button in the end. Technically speaking, this is when there is no SubmitDate in the response table for this entry, but new data set was created already.

A question with "**no answer**" counts: when the question was displayed, but the participant hasn't given an answer. Technically speaking, this is when the question is not mandatory, it was displayed, it received no answer and the user clicked Next or Submit: the consequence is that the database field for this answer is set to "" (empty string). This "no answer" status cannot be really computed for Date or pure Numerical questions where the database field cannot record a string.

A question with "**not completed/not displayed**" counts: when the page containing the question was not displayed. This can be because of conditions, or just because the participant left the survey before this page was displayed (or just while this page is displayed, but without clicking the Next button).

Technically speaking, the database field for this question is filled with a NULL value.

4.8 PUBLIC STATISTICS

LimeSurvey includes functionality to display simple statistics to the general public or to your participants after they have completed filling out an online survey.

There are two steps involved in activating and displaying statistics to your participants. Firstly, you must enable public statistics for your survey (by default this is turned off). This setting is in your main survey toolbar, General Settings – in the Presentation and Navigation Tab. Look for the setting "Public Statistics". There is also a setting here called "Show graphs in public statistics" which – if turned on – will show graphs as well as the counts (by default only numerical statistics are displayed).

Once you've set your survey to display statistics, you need to indicate question-by-question which statistics are displayed to your participants. By default, no questions are selected for display.

You choose which questions will be shown in the public statistics page by editing each question. In the Advanced Settings for each question is an option "Show in public statistics". Once you set this advanced setting to "Yes" the question will be included on the public statistics page.

What participants see

Once you've enabled public statistics, and selected some questions to display, an additional option will be visible to participants when they've completed filling out your survey. In addition to the usual thank you, there will be a link to "View the statistics for this survey".

If your participants click on this link they will be able to see a page detailing the responses to the questions you've selected, and a graph (if you chose to display graphs too).

Changing the look of the public statistics page

The looks of the public statistics page can be modified via template.css (search for "#statsContainer"). However, there is currently no template of it's own that can be edited in the limesurvey template editor.