

SurveyMonkey



Getting Started

To use SurveyMonkey you must first create an account. There are 3 levels of accounts to select from:

	Basic	Monthly Pro	Annual Pro
Recurring Cost	Free	\$19.95/month	\$200/year
Number of responses allowed	100 per survey	1000 per month	unlimited
Response overage charge	N/A	\$0.05 each	no charge
Number of questions per survey	10	unlimited	unlimited

SurveyMonkey does not offer institutional subscriptions, only individual subscriptions. Purchase orders may be used to pay for quarterly or annual subscriptions. You can create an account and share it with others, however by doing this you allow other people access to your surveys and data!

Begin at: <http://www.surveymonkey.com/>

Select “Join now for free”. Once you have created an account you can begin creating your survey or you can upgrade to a professional account.

Creating a survey

- Click on the “create survey” button at the top of the screen.
- Create a title and click “create survey”.
- You are now taken to the editing page. From this page you can select a color scheme and add questions. If you would like to add instructions click on “edit page” and enter the instructions.

To Add questions:

- Click on “add question here”.
- Select the type of question from the drop down menu. The options are: multiple choice (1 or multiple answers), matrix of choices (1 or multiple answers), matrix of drop down menus, rating scale, single textbox, multiple textboxes, essay box, numerical textboxes, demographic information (U.S. and international), date/time, images, and descriptive text.
- Once you select the type of question you can enter the text and answers. You can add a comment field to any question and make it required.
- To add additional questions click on “add question here”, this allows you to add questions at specific points in your survey.
- If you have a basic account you can only create 10 questions per survey. With a professional account you have an unlimited number of questions.

To Remove questions:

- Click on the “delete” button at the top of each question.

Start your Survey

- When your survey is ready to be used, click on the “collect responses” tab, located at the top right hand corner of the screen.
- Select the method of distribution, there are 3 to select from: (1) create a link to put in an email or on a web page, (2) you can upload a set of emails to SurveyMonkey and they will send out the emails and track the responses, or (3) you can create a popup invitation for a web site.

Stopping your Survey

When your study is done you may stop the survey using the “close collector now” button located in the blue side bar on the left hand side.

You CAN RESTART a stopped survey. To do so simply click on the “reopen collector now” button located in the blue side bar on the left hand side.

Analyzing your Data

Once started, you may analyze/download your data at any time. Use the “analyze results” tab located at the top right hand corner of the screen. If you have a basic membership you can only view your responses.

You can only download your responses with a professional membership. The data can be downloaded in a variety of formats: CSV (comma separated values), Spreadsheet, XML, HTML, or PDF.

Some basic information on the different account types

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Response overage charge	N/A	\$0.05 each	no charge
Number of questions per survey	10	unlimited	unlimited
15 types of questions	X	X	X
Accessible, Section 508 compliant surveys	X	X	X
Collect responses via weblink	X	X	X
Collect responses via email	X	X	X
View live results as they are recorded	X	X	X
Create custom reports to include a particular set of	X	X	X

questions			
Create your survey in any language, including Unicode	X	X	X
Survey completion progress bar	X	X	X
Number pages/questions automatically	X	X	X
Survey themes (change the look of your survey)	15 pre-built	unlimited custom	unlimited custom
Validate/require survey responses	X	X	X
Randomize/sort answer choices	X	X	X
Create skip logic		X	X
Survey template library		X	X
Create a custom "thank-you" page		X	X
Add a custom logo to your survey		X	X
Generate website popup invitations		X	X
Create a custom redirect upon survey completion		X	X
Filter your responses by custom criteria		X	X
Create a link to share only your responses		X	X
Download your responses into a spreadsheet or database		X	X
Create multiple custom reports		X	X
Create a printable PDF version of your surveys		X	X
Email support response time	1 day or less	4 hours or less	4 hours or less