

FE Public Information – Learner Satisfaction survey

Guidelines for BlackBerry users (also applicable for some other hand-held devices with internet access)

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Completing a survey on a BlackBerry or other smart phone is possible and straightforward if you are a regular user of BlackBerry devices. In response to requests from providers, we have made the Learner Satisfaction survey accessible on BlackBerrys. The survey questionnaire has been fully tested on the BlackBerry 8310, 8520, 8700, 8800, 9780 and the latest 9980. It also works on some other editions of BlackBerry devices, such as the BlackBerry Storm and OS6 and OS7 models, but not all BlackBerry versions have been tested.

The settings vary on each of these and any testing should be carried out by someone familiar with accessing web pages on the relevant device. Please note the appearance of the questionnaire may also vary slightly between different devices although there should be no difference in functionality.

1. Ensure that Javascript is enabled on the BlackBerry before attempting to access the online questionnaire. If you are unsure how to do this please seek advice from your BlackBerry supplier. There are forums on the Internet which provide guidance on this (for example <http://www.blackberryforums.com>) but we cannot verify the accuracy of their advice.
2. Select your Internet Browser on the device and enter the web link [www.ipsos-mori.com/learnersatisfaction]. When you look at your history list afterwards there will be a slightly more complicated link shown (with “ipsosinteractive” in it). Don’t worry about this – either link will do.
3. On activating the link there may be some delay while the questionnaire loads. This depends on the speed of your device and the signal in the area where you are. The loading time should be under a minute but could well be longer in areas where a 3G connection is not available.

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4. When the first screen appears it is likely that your device will resize the image to fit the size of your screen. On most devices this size will be readable but this will depend on the visual ability of individual learners. The survey itself has size adjustment options on the top right of the opening screen in addition to any adjustments that you can make through your device itself. You are advised to test the entries several times before the survey goes live.
5. It is recommended that the relevant staff carry the following information needed to complete the survey:
 - a copy of your organisation's UKPRN number
 - a list of individual Learner Reference Numbers as entered on the ILR
 - the Learning Aims Code as entered on the ILR for the course level questions.
6. Some learners who have not used the BlackBerry might find it awkward to enter the provider code, their learner number and other details and may need assistance.
7. Learners need to be aware that some vertical scrolling will be required to view most pages although horizontal scrolling should not be necessary.
8. After the initial provider and learner details have been entered, most learners should have no difficulty navigating through the rest of questionnaire and entering their responses.
9. On newer BlackBerry devices a two stage entry process is needed. You need to view all the options on the full viewing screen and then click in the area for the response you want to make. This then enlarges the area on your screen and you can click on your choice. After making your choice, scroll down to the navigation buttons and choose "next" – this will move you to the next screen which will be back to the original size. This includes selecting "next" on the opening screen.
10. Once you reach the last screen and select submit you may need to close your web browser manually. The process of doing this varies from device to device.

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