

IT Prep Sheet for the Youth Risk Behavior Survey

Elective Schools Version

This document provides IT-related information that may be helpful for district or school IT staff as the survey administration is planned at the district and school levels. The YRBS is conducted using a highquality, cloud-based survey software program (Qualtrics). While it is designed to work smoothly, thesetips may be helpful as you prepare for your survey.

Preparing Your School and Network

- 1) If you have concerns about your network, consider staggering your survey over several class periods or a few days to minimize the load onyour network. Note, however, that it's preferable to administer the surveys all at once.
- 2) Ask IT staff to let you know if they have concerns about your internet bandwidth. If so, consider staggering the survey over a few class periods. If your school/district has already registered for your survey, you may want to divide your actual survey administration between the day(s) you selected and your back-up date to reduce the load on your network.
- 3) Make sure you have a recent version of your internet browser. The system works on any browser but does not work on the oldest versions (which are not TLS1.2 compatible). The newest version is recommended.
- 4) Contact your IT staff to "white list" the survey URL and check to ensure it is accessible from the network at the school prior to the survey administration window. The URL was emailed to your school along with other survey materials.
- 5) If your school's system won't allow the use of a "tinyurl", have your IT staff use the underlying URL to set up a new hyperlink on your school's webpage that the students can use for the survey:
 - a) You can also have students type in the URL, but it is long and awkward, so not preferred.
 - b) Emailing the link to students or including it on a school system that they log into are bothpossible. However, doing so could interfere with the survey if it makes students concerned that their answers are not anonymous.
- 6) Once you receive your survey links and password, **test it out** a few times using your school's network and devices.
 - a) You must do this BEFORE your actual survey administration date. When your data is compiled, any responses before your survey administration date will be deleted as part ofthis test phase. Responses entered on your survey administration date--by you or students--will be assumed to be actual student responses. As you review the survey, confirm that no content is blocked.
 - b) Try testing using student-level permissions (vs. staff-level permissions) on a device. Some schools' content blockers may prohibit students from completing a survey that asks about risk behaviors.
 - i) If you find the student-level permissions are a problem, you may want to either change them for only the survey administration period or allow students tolog into their devices with staff-level permissions. That could be a teacher actually logging each student on, or your IT staff could create a fake staff account that all students could use only during the survey.

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- 7) Ask IT staff to actively monitor your Internet bandwidth to ensure it is not reaching capacity.
- 8) Ask IT staff to actively monitor your Internet provider for reported or scheduled outages that may impact availability.
- 9) Be prepared to use your “make-up” date if you encounter issues during administration

Audio Assistance

The survey is compatible with any text-to-voice reading software, such as Google read and write. Students who struggle with reading may be interested in this option so please ensure their devices have a text reading software installed and provide them with headphones.

Troubleshooting During the Survey

If you encounter issues during the survey administration, please consider the following troubleshooting steps:

- 1) If students encounter slow page loads:
 - a) First try a different browser
 - b) If that doesn't work, check other websites.
 - i) If those websites are also slow, there may be a strain on the school's network. It may be best to reduce the number of students concurrently taking the survey or to reschedule the administration to a staggered approach.
- 2) If the survey URL is unavailable:
 - a) Try again to make sure it was typed in correctly
 - b) Use the actual URL rather than the shortened “tinyurl” version. It is what appears as the URL on the survey login page.
 - c) Try a different browser
 - d) Check other websites. If other website are inaccessible, the internet service provider maybe unavailable. If this happens you may want to contact your ISP status updates.
- 3) If students can't log on, make sure they are correctly entering the url and password.
- 4) If a student needs to change the survey language after beginning, please clear the browser cache and cookies and log off then log back in.
- 5) If a student gets bumped off: encourage them to try logging in again. They will need to start over.
- 6) In the worst-case scenario, you may need to use your school's make-up date to re-administer the survey.
- 7) If a technical error is encountered but students are able to continue, record as many details about the error as possible, including the school, date and time it occurred, and a screenshot or description of any error messages. Please notify owen.tortora@dpi.wi.gov with “Survey Error” in the heading.
- 8) If a technical error prevents students from finishing the survey, please notify owen.tortora@dpi.wi.gov as soon as possible to make plans about whether and how to compile the data that was entered for your school. Include “Survey Error” in the email heading. Please note that you may need to re-administer the survey.