

IT Tip Sheet for the Youth Risk Behavior Survey

November 2018 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 high quality, cloud-based survey software program (Qualtrics). While it is designed to work smoothly, these tips may be helpful as you prepare for your survey.

Preparing Your School and Network

- 1) If you have concerns about your network and you have NOT yet registered for your survey, consider staggering your survey over several class periods or a few days to minimize the load on your network.
- 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 you have 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 the most recent version of your internet browser. The system works on any browser, but not equally well on all versions.
 - a) For instance, Qualtrics has notified users that in the future it will no longer support Internet Explorer v. 11 (IE 11). *This is likely to be an issue for schools using Windows 7.* Your IT staff can update your browsers. You can also check here to make sure your browsers are up to date:
<https://knowledge.digicert.com/generalinformation/INFO3297.html>
 - b) If you are able to access different browsers, such as Chrome or Firefox, that is also helpful.
- 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.
 - a) Most high school surveys (grades 9-12) will use this link:
<https://tinyurl.com/YRBS-HS2019>
 - b) The small number of high schools selected into the CDC/DPI State of Wisconsin sample will use <https://tinyurl.com/YRBS-WI2019>. If your school had to submit a classlist to DPI, you are part of the State of Wisconsin sample and should use this link.
 - c) Middle school surveys (grades 6-8) will use this link:
<https://tinyurl.com/YRBS-MS2019>
- 5) 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 of this 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.
- 6) Ask IT staff to actively monitor your Internet bandwidth to ensure it is not reaching over capacity.
- 7) Ask IT staff to actively monitor your Internet provider for reported or scheduled outages that may

impact availability.

- 8) Be prepared to use your “make-up” date if you encounter issues during administration

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) Try a different browser
 - c) Check other websites. If other website are inaccessible, the internet service provider may be 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 gets bumped off: encourage them to try logging in again. They will need to start over.
- 5) In the worst case scenario, you may need to use your school's make-up date to re-administer the survey
- 6) If a technical error is encountered but students are able to continue:
 - a) record as many details about the error as possible, including the school, date and time it happened, a screenshot of the error message, and the circumstances (e.g., how many students were taking the survey), and report those details to yrbs2019@wcer.wisc.edu or katherine.mccoy@dpi.wi.gov as soon as possible.
- 7) If a technical error prevents students from finishing the survey, please notify yrbs2019@wcer.wisc.edu as soon as possible to make plans about whether and how to compile the data that was entered for your school.