

# Wisconsin Online Youth Risk Behavior Survey: Information for Survey Administrators and IT Staff

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.

## Survey Administration

Suggested steps when administering the survey in your district or school:

- Contact your IT staff to “white list” the survey URL, <http://yrbs.learningpt.org/>, and check to ensure it is accessible from the network at the school prior to the survey administration window.
- Navigate through a sample of the online survey by using YrbsTestPWD as the password. Your responses will not be recorded using this password. As you review the survey confirm that no content is blocked. We suggest reviewing the survey from each school to account for different network configurations.
- Stagger the administration time when students take the survey to avoid overburdening the district’s or school’s network.
- Ask IT staff to actively monitor your Internet bandwidth to ensure it is not reaching over capacity.
- Ask IT staff to actively monitor your Internet provider for reported or scheduled outages that may impact availability.

## Troubleshooting

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

- If students encounter slow page loads, check other websites. 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.
- If the survey URL is unavailable, check other websites. If other website are inaccessible, the ISP may be unavailable. If this happens you may want to contact your ISP status updates.
- If survey ID and password are not working, check the start and end dates of the survey administration.
- If administering outside of school hours, please ensure the 24/7 option was selected.
- If a technical error is encountered, record as many details about the error as possible, including the survey ID, date and time it happened, a screen shot of the error message, and the circumstances (e.g., how many students were taking the survey), and report those details to the below contact information as soon as possible:

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